

2021 Child Medicaid Health Plan CAHPS® Report

*Michigan Department of Health and Human
Services*

July 2021



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Introduction

The Michigan Department of Health and Human Services (MDHHS) assesses the perceptions and experiences of members enrolled in the MDHHS Medicaid health plans (MHPs) and the Fee-for-Service (FFS) population as part of its process for evaluating the quality of health care services provided to child members in the MDHHS Medicaid Program. MDHHS contracted with Health Services Advisory Group, Inc. (HSAG) to administer and report the results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Survey for the MDHHS Medicaid Program.¹⁻¹ The goal of the CAHPS Health Plan Survey is to provide performance feedback that is actionable and that will aid in improving members' overall experiences.

This report presents the 2021 child Medicaid CAHPS results based on responses of parents or caretakers who completed the survey on behalf of child members enrolled in an MHP or FFS. A sample of 1,650 child members was selected for the FFS program and each MHP. The surveys were completed from February to May 2021. The standardized survey instrument selected was the CAHPS 5.1H Child Medicaid Health Plan Survey (without the children with chronic conditions measurement set).¹⁻²

HSAG presents aggregate statewide results and compares them to national Medicaid data and the prior year's results, where appropriate. Throughout this report, two statewide aggregate results are presented for comparative purposes:

- MDHHS Medicaid Program: Combined results for FFS and the MHPs.
- MDHHS Medicaid Managed Care Program: Combined results for the MHPs.





¹⁻¹ CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

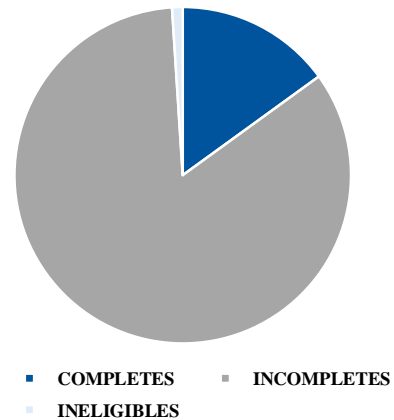
¹⁻² The 2021 CAHPS results were reported to NCQA for the 10 MHPs. The 2021 CAHPS survey results for the FFS program were not reported to NCQA.

Survey Administration Overview

The information presented below is a summary of the survey dispositions for the MDHHS Medicaid Program.

START SURVEY:	FINISH SURVEY:
02.09.21	05.14.21
TOTAL SAMPLE SIZE	18,150
RESPONSE RATE	13.80%

 COMPLETES	2,482
 INCOMPLETES	13,881
 INELIGIBLES	168
 UNDELIVERABLES	1,619



DETAILS

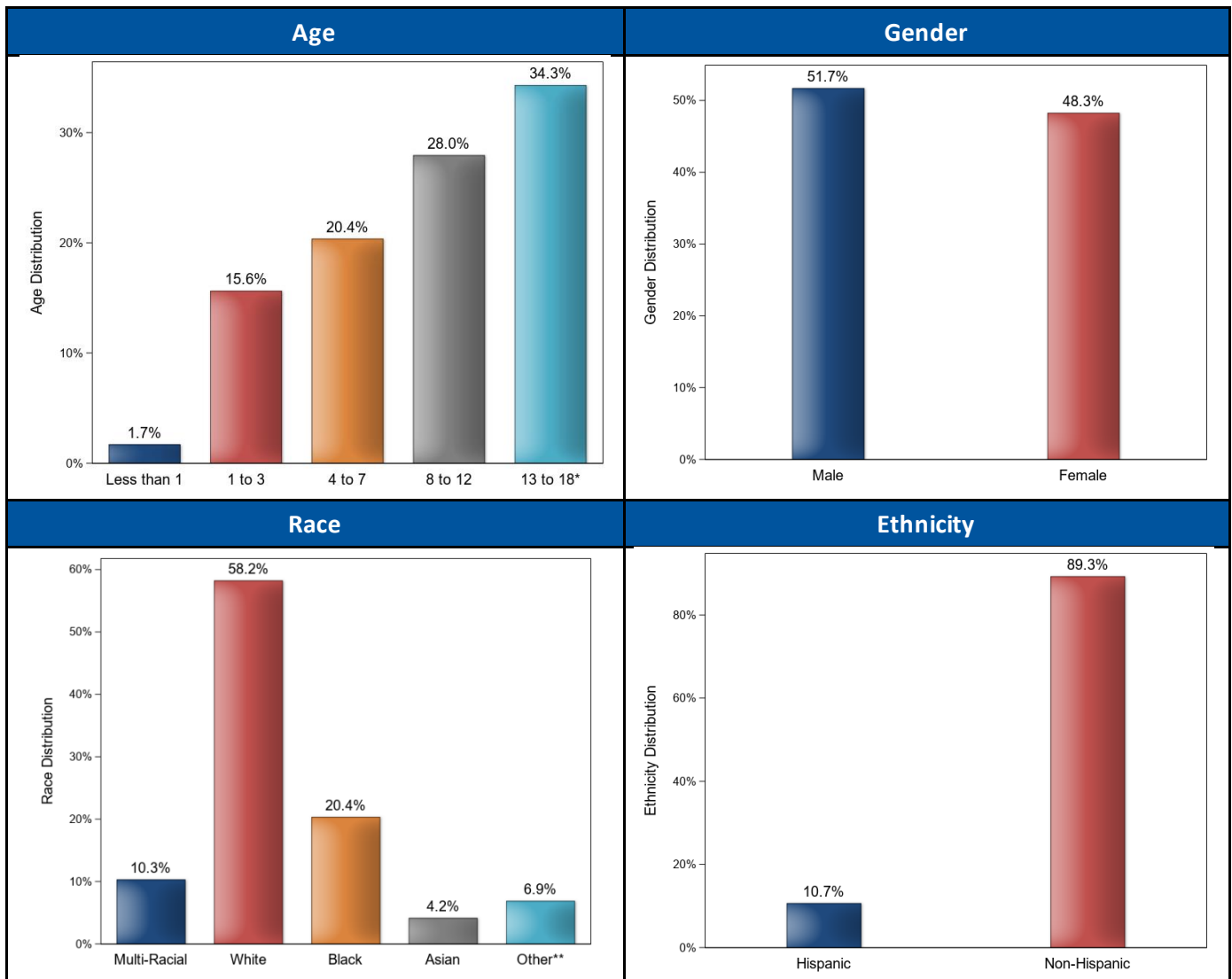
	Mail 1	Mail 2	Phone
COMPLETES	1,181	934	367
	Not Enrolled	Language Barrier	Deceased
INELIGIBLES	103	63	2

Key Findings

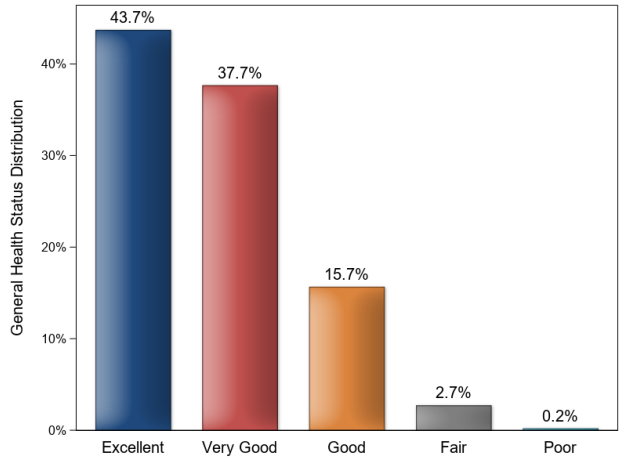
Demographics

Table 1-1 provides an overview of the MDHHS Medicaid Program child member demographics. Please note, some percentages displayed in the table below may not total 100 percent due to rounding.

Table 1-1—Child Member Demographics



General Health Status

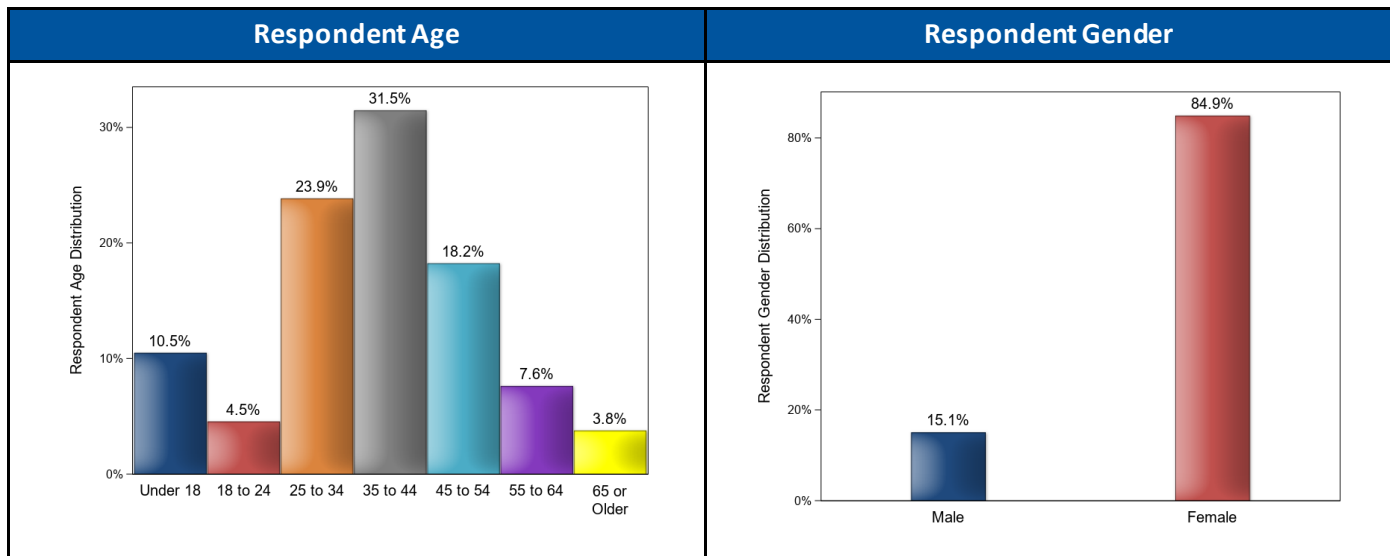


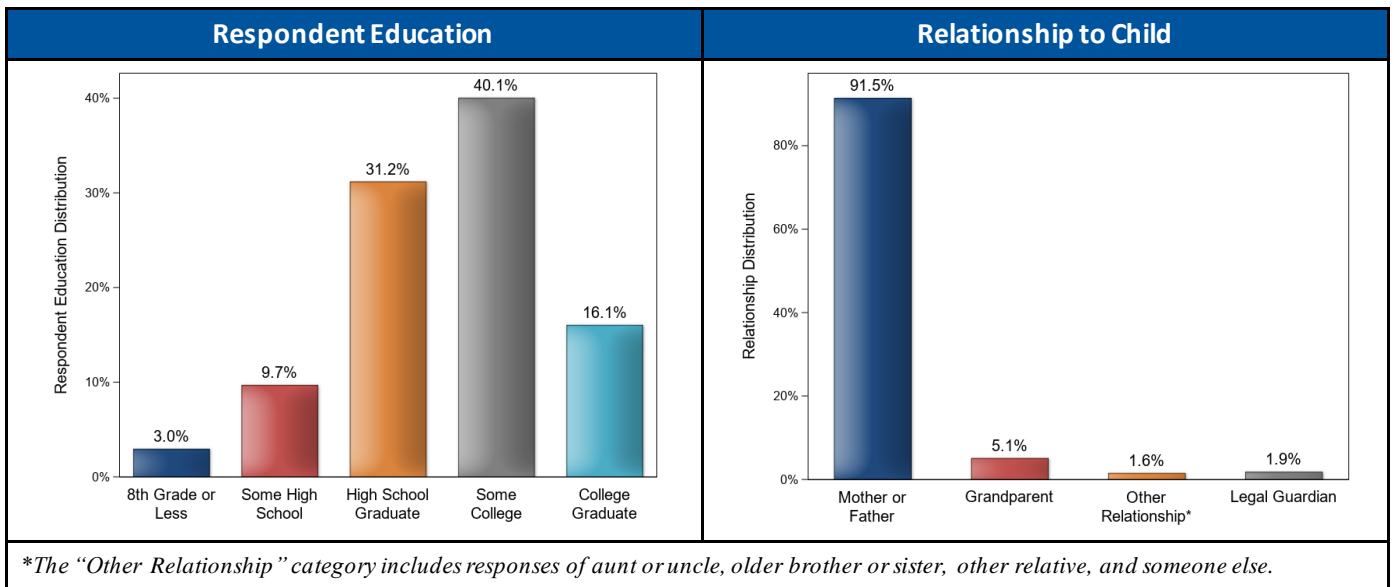
*Children were eligible for inclusion in CAHPS if they were age 17 or younger as of December 31, 2020. Some children eligible for the CAHPS Survey turned age 18 between January 1, 2021, and the time of survey administration.

**The "Other" Race category includes responses of Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.

Table 1-2 provides an overview of the MDHHS Medicaid Program demographics of parents or caretakers who completed a survey. Please note, some percentages displayed in the table below may not total 100 percent due to rounding.

Table 1-2—Respondent Demographics





NCQA Comparisons and Trend Analysis

HSAG calculated top-box scores (i.e., rates of experience) for the measures. HSAG compared scores for each measure to the National Committee for Quality Assurance's (NCQA's) 2020 Quality Compass[®] Benchmark and Compare Quality Data.^{1-3,1-4} Based on this comparison, HSAG determined overall member experience ratings (i.e., star ratings) of one (★) to five (★★★★★) stars, where one star is the lowest possible rating (i.e., Poor) and five stars is the highest possible rating (i.e., Excellent). The detailed results of this analysis are found in the Results section beginning on page 3-15.

In addition, a trend analysis was performed that compared the 2021 CAHPS results to their corresponding 2020 CAHPS results. The detailed results of this analysis are found in the Trend Analysis section beginning on page 4-1. Table 1-3, on the following page, provides highlights of the NCQA Comparisons and Trend Analysis findings for the MDHHS Medicaid Program for each measure. The percentages presented below the stars represent the scores, while the stars represent overall member experience ratings when compared to NCQA Quality Compass Benchmark and Compare Quality Data.

¹⁻³ Quality Compass[®] is a registered trademark of the National Committee for Quality Assurance (NCQA).

¹⁻⁴ National Committee for Quality Assurance. *Quality Compass[®]: Benchmark and Compare Quality Data 2020*. Washington, DC: NCQA, September 2020.

Table 1-3—NCQA Comparisons and Trend Analysis: MDHHS Medicaid Program

Measure	National Comparisons	Trend Analysis
Global Ratings		
<i>Rating of Health Plan</i>	★ 68.2%	—
<i>Rating of All Health Care</i>	★★ 69.9%	—
<i>Rating of Personal Doctor</i>	★ 75.3%	—
<i>Rating of Specialist Seen Most Often</i>	★★ 72.1%	—
Composite Measures		
<i>Getting Needed Care</i>	★★★ 88.0%	—
<i>Getting Care Quickly</i>	★★ 89.0%	—
<i>How Well Doctors Communicate</i>	★★ 95.5%	—
<i>Customer Service</i>	★ 85.2%	—
Individual Item Measure		
<i>Coordination of Care</i>	★★★ 88.9%	—
Star Assignments Based on Percentiles: ★★★★★ 90th or Above ★★★★★ 75th-89th ★★★ 50th-74th ★★ 25th-49th ★ Below 25th ▲ Statistically significantly higher in 2021 than in 2020. ▼ Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020.		

Statewide Comparisons

HSAG compared the MHP and FFS results to the MDHHS Medicaid Managed Care Program to determine if plan or program results were statistically significantly different than the MDHHS Medicaid Managed Care Program. The detailed results of this analysis are found in the Results section beginning on page 3-18. Table 1-4 shows a summary of the statistically significant results of this analysis.

Table 1-4—Statewide Comparisons: Statistically Significant Results

	<i>Rating of Health Plan</i>	<i>Getting Care Quickly</i>	<i>How Well Doctors Communicate</i>
Aetna Better Health of Michigan		↓ ⁺	
HAP Empowered	↓		
Meridian Health Plan of Michigan			↑
Molina Healthcare of Michigan	↑		↓
Priority Health Choice, Inc.	↑		↑
Upper Peninsula Health Plan	↑	↑	
+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. ↑ Statistically significantly above the MDHHS Medicaid Managed Care Program average. ↓ Statistically significantly below the MDHHS Medicaid Managed Care Program average.			

Key Drivers of Member Experience Analysis

In order to determine potential items for quality improvement efforts, HSAG conducted a key drivers analysis. HSAG focused the key drivers of member experience analysis on three measures: *Rating of Health Plan*, *Rating of All Health Care*, and *Rating of Personal Doctor*. HSAG refers to the individual items (i.e., questions) for which the odds ratio is statistically significantly greater than 1 as “key drivers” since these items are driving members’ levels of experience with each of the three measures. The detailed results of this analysis are described in the Results section beginning on page 5-1. Table 1-5 provides a summary of the survey items identified for each of the three measures as being key drivers of member experience (indicated by a ✓) for the MDHHS Medicaid Program.

Table 1-5—Key Drivers of Member Experience: MDHHS Medicaid Program

Key Drivers	Response Options	Rating of Health Plan	Rating of All Health Care	Rating of Personal Doctor
Q4. Child received care as soon as needed when care was needed right a way	Never/Sometimes/Usually vs. Always	NS	✓	NS
Q9. Ease of getting the care, tests, or treatment the child needed	Never/Sometimes/Usually vs. Always	✓	✓	NS
Q12. Child’s personal doctor explained things about the child’s health in an understandable way to the parent/caretaker	Never/Sometimes/Usually vs. Always	NS	✓	✓
Q13. Child’s personal doctor listened carefully to the parent/caretaker	Never/Sometimes/Usually vs. Always	NS	✓	NS
Q14. Child’s personal doctor showed respect for what the parent/caretaker said	Never/Sometimes/Usually vs. Always	✓	NS	✓
Q16. Child’s personal doctor explained things in an understandable way for the child	Never/Sometimes/Usually vs. Always	NS	NS	✓
Q17. Child’s personal doctor spent enough time with the child	Never/Sometimes/Usually vs. Always	✓	NS	✓
Q20. Child’s personal doctor seemed informed and up-to-date about care the child received from other doctors or health providers	Never/Sometimes/Usually vs. Always	NS	NS	✓
Q27. Child’s health plan’s customer service gave the parent/caretaker the information or help needed	Never/Sometimes/Usually vs. Always	✓	✓	NA
Q28. Parent/caretaker was treated with courtesy and respect by the child’s health plan’s customer service staff	Never/Sometimes/Usually vs. Always	✓	NS	NA

NA indicates that this question was not evaluated for this measure.
 NS indicates that the calculated odds ratio estimate is not statistically significantly higher than 1.0; therefore, respondents’ answers for those responses does not significantly affect their rating.

This section provides a comprehensive overview of CAHPS, including the survey administration protocol and analytic methodology. It is designed to provide supplemental information to the reader that may aid in the interpretation and use of the CAHPS results presented in this report.

Survey Administration

Survey Overview

The survey instrument selected was the CAHPS 5.1H Child Medicaid Health Plan Survey. The CAHPS 5.1H Health Plan Surveys are a set of standardized surveys that assess patient perspectives on care. Originally, CAHPS was a five-year collaborative project sponsored by the Agency for Healthcare Research and Quality (AHRQ). The CAHPS questionnaires and consumer reports were developed under cooperative agreements among AHRQ, Harvard Medical School, RAND, and the Research Triangle Institute (RTI). In 1997, NCQA, in conjunction with AHRQ, created the CAHPS 2.0H Survey measure as part of NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®).^{2-1,2-2} In 2002, AHRQ convened the CAHPS Instrument Panel to re-evaluate and update the CAHPS Health Plan Surveys and to improve the state-of-the-art methods for assessing members' experiences with care.²⁻³ The result of this re-evaluation and update process was the development of the CAHPS 3.0H Health Plan Surveys. The goal of the CAHPS 3.0H Health Plan Surveys was to effectively and efficiently obtain information from the person receiving care. In 2006, AHRQ released the CAHPS 4.0 Health Plan Surveys. Based on the CAHPS 4.0 versions, NCQA introduced new HEDIS versions of the Adult Health Plan Survey in 2007 and the Child Health Plan Survey in 2009, which are referred to as the CAHPS 4.0H Health Plan Surveys.^{2-4,2-5} In 2012, AHRQ released the CAHPS 5.0 Health Plan Surveys. Based on the CAHPS 5.0 versions, NCQA introduced new HEDIS versions of the Adult and Child Health Plan Surveys in August 2012, which are referred to as the CAHPS 5.0H Health Plan Surveys.²⁻⁶ In 2020, NCQA updated the CAHPS 5.0H Medicaid Health Plan Surveys by eliminating some items from the surveys.²⁻⁷ In 2020, AHRQ released the CAHPS 5.1 Health Plan Surveys. Based on the CAHPS 5.1 versions, NCQA

²⁻¹ HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

²⁻² National Committee for Quality Assurance. *HEDIS® 2002, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2001.

²⁻³ National Committee for Quality Assurance. *HEDIS® 2003, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2002.

²⁻⁴ National Committee for Quality Assurance. *HEDIS® 2007, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2006.

²⁻⁵ National Committee for Quality Assurance. *HEDIS® 2009, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2008.

²⁻⁶ National Committee for Quality Assurance. *HEDIS® 2013, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2012.

²⁻⁷ National Committee for Quality Assurance. *HEDIS® 2020, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2019.

introduced new HEDIS versions of the Adult and Child Health Plan Surveys in October 2020, which are referred to as the CAHPS 5.1H Health Plan Surveys.²⁻⁸

The sampling and data collection procedures for the CAHPS 5.1H Health Plan Surveys are designed to capture accurate and complete information about consumer-reported experiences with health care. The sampling and data collection procedures promote both the standardized administration of survey instruments and the comparability of results.

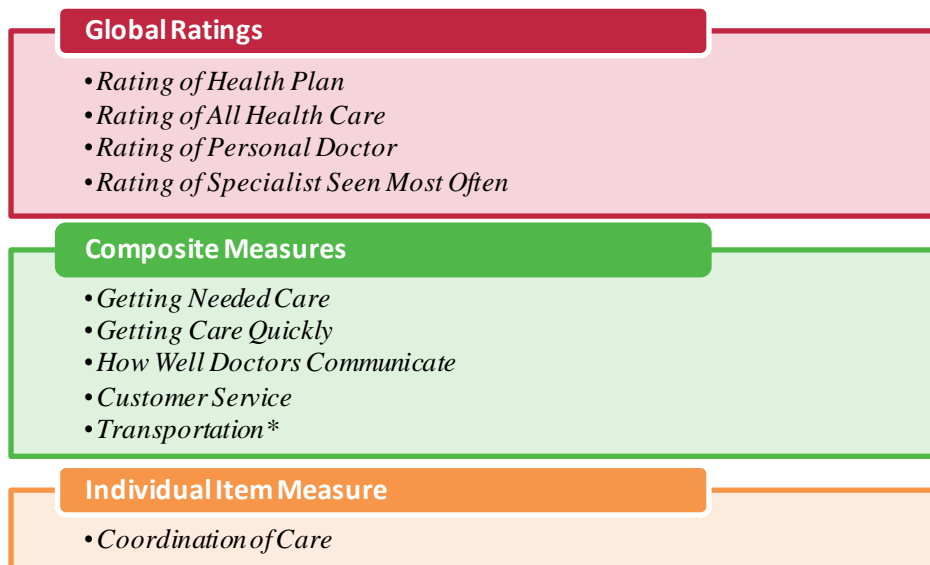
²⁻⁸ National Committee for Quality Assurance. *HEDIS® Measurement Year 2020, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2020.

2021 CAHPS Performance Measures

The CAHPS 5.1H Child Medicaid Health Plan Survey includes 44 core questions that yield 10 measures of experience. These measures include four global rating questions, five composite measures, and one individual item measure. The global measures (also referred to as global ratings) reflect overall member experience with the health plan, health care, personal doctors, and specialists. The composite measures are sets of questions grouped together to address different aspects of care (e.g., “*Getting Needed Care*” or “*Getting Care Quickly*”). The *Transportation* composite measure is a set of supplemental questions related to transportation assistance that were added to the survey instrument. The individual item measure is an individual question that looks at a specific area of care (i.e., “*Coordination of Care*”).

Figure 2-1 lists the measures included in the survey.

Figure 2-1—CAHPS Measures



*The *Transportation* composite measure survey questions are not included in the standard CAHPS 5.1H Child Medicaid Health Plan Survey.

Table 2-1 presents the survey language and response options for each measure.

Table 2-1— Question Language and Response Options

Question Language	Response Options
Global Ratings	
<i>Rating of Health Plan</i>	
31. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child’s health plan?	0–10 Scale
<i>Rating of All Health Care</i>	
8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child’s health care in the last 6 months?	0–10 Scale
<i>Rating of Personal Doctor</i>	
21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child’s personal doctor?	0–10 Scale
<i>Rating of Specialist Seen Most Often</i>	
25. We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?	0–10 Scale
Composite Measures	
<i>Getting Needed Care</i>	
9. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	Never, Sometimes, Usually, Always
23. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?	Never, Sometimes, Usually, Always
<i>Getting Care Quickly</i>	
4. In the last 6 months, when your child <u>needed care right away</u> , how often did your child get care as soon as he or she needed?	Never, Sometimes, Usually, Always
6. In the last 6 months, how often did you get an appointment for a <u>check-up or routine care</u> for your child as soon as your child needed?	Never, Sometimes, Usually, Always
<i>How Well Doctors Communicate</i>	
12. In the last 6 months, how often did your child’s personal doctor explain things about your child’s health in a way that was easy to understand?	Never, Sometimes, Usually, Always
13. In the last 6 months, how often did your child’s personal doctor listen carefully to you?	Never, Sometimes, Usually, Always
14. In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?	Never, Sometimes, Usually, Always

Question Language	Response Options
17. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	Never, Sometimes, Usually, Always
<i>Customer Service</i>	
27. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	Never, Sometimes, Usually, Always
28. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	Never, Sometimes, Usually, Always
<i>Transportation</i>	
43. In the last 6 months, when you phoned your child's health plan to get help with transportation, how often did you get it?	Never, Sometimes, Usually, Always
44. In the last 6 months, how often did the help with transportation for your child meet your needs?	Never, Sometimes, Usually, Always
Individual Item Measure	
<i>Coordination of Care</i>	
20. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?	Never, Sometimes, Usually, Always

How CAHPS Results Were Collected

NCQA mandates a specific HEDIS survey methodology to ensure the collection of CAHPS data is consistent throughout all plans. In accordance with NCQA requirements, HSAG adhered to the sampling procedures and survey protocol described below.

Sampling Procedures

For FFS, MDHHS provided HSAG with a list of all eligible members for the sampling frame, per HEDIS specifications. HSAG received the MHPs' sample frame files from the MHPs. HSAG inspected the file records to check for any apparent problems with the files, such as missing address elements. HSAG tried to obtain new addresses for members selected for the sample by processing their addresses through the United States Postal Service's National Change of Address system. Following HEDIS requirements, HSAG sampled members who met the following criteria:

- Were 17 years of age or younger as of December 31, 2020.
- Were currently enrolled in an MHP or FFS.
- Had been continuously enrolled in the plan or program for at least five of the last six months (July through December) of 2020.
- Had Medicaid as a payer.

Next, a sample of members was selected for inclusion in the survey. No more than one member per household was selected as part of the survey samples. A sample of 1,650 child members was selected from the FFS program and each MHP.

Survey Protocol

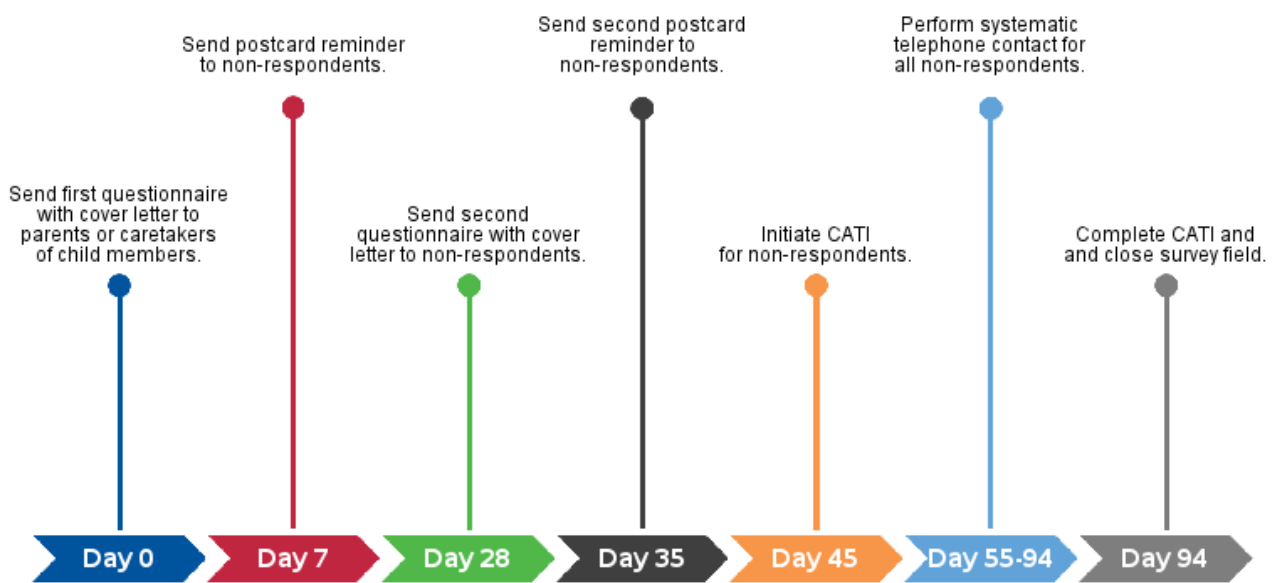
The survey administration protocol employed was a mixed-mode methodology, which allowed for two methods by which parents or caretakers of child members could complete a survey. The first phase, or mail phase, consisted of sampled members receiving a survey via mail. The parents or caretakers of sampled child members received an English version of the survey, with the option of completing the survey in Spanish. Non-respondents received a reminder postcard, followed by a second survey mailing and postcard reminder.

The second phase, or telephone phase, consisted of Computer Assisted Telephone Interviewing (CATI) of parents or caretakers of child members who did not mail in a completed survey. A series of up to three CATI calls to each non-respondent were attempted at different times of the day, on different days

of the week, and in different weeks.²⁻⁹ It has been shown that the addition of the telephone phase aids in the reduction of non-response bias by increasing the number of respondents who are more demographically representative of a plan's population.

Figure 2-2 shows the standard mixed-mode (i.e., mail followed by telephone follow-up) CAHPS timeline used in the administration of the CAHPS surveys.

Figure 2-2—Survey Timeline



How CAHPS Results Were Calculated and Displayed

HSAG used the CAHPS scoring approach recommended by NCQA in Volume 3 of HEDIS Specifications for Survey Measures. Based on NCQA's recommendations and HSAG's extensive experience evaluating CAHPS data, HSAG performed a number of analyses to comprehensively assess member experience. In addition to individual plan results, HSAG combined results from FFS and the MHPs to calculate the MDHHS Medicaid Program. Also, HSAG combined results from the MHPs to calculate the MDHHS Medicaid Managed Care Program. This section provides an overview of each analysis.

²⁻⁹ National Committee for Quality Assurance. *Quality Assurance Plan for HEDIS Measurement Year 2020 Survey Measures*. Washington, DC: NCQA; 2020.

Who Responded to the Survey

NCQA defines the response rate as the total number of completed surveys divided by all eligible members of the sample.²⁻¹⁰ HSAG considered a survey completed if members answered at least three of the following five questions: 3, 10, 22, 26, and 31. Eligible members included the entire sample minus ineligible members. Ineligible members met at least one of the following criteria: they were deceased, were invalid (did not meet the eligible criteria), or had a language barrier.

$$\text{Response Rate} = \frac{\text{Number of Completed Surveys}}{\text{Sample} - \text{Ineligibles}}$$

Demographics of Child Members and Respondents

The demographics analysis evaluated demographic information of child members and respondents based on parents' or caretakers' responses to the survey. The demographic characteristics of children included age, gender, race, ethnicity, and general health status. Self-reported parent or caretaker demographic information included age, gender, level of education, and relationship to the child.

Respondent Analysis

HSAG evaluated the demographic characteristics of child members (i.e., age, gender, race, and ethnicity) as part of the respondent analysis. HSAG performed a *t* test to determine whether the demographic characteristics of child members whose parents or caretakers responded to the survey (i.e., respondent percentages) were statistically significantly different from the demographic characteristics of all members in the sample frame (i.e., sample frame percentages). A difference was considered statistically significant if the two-sided *p* value of the *t* test is less than or equal to 0.05. The two-sided *p* value of the *t* test is the probability of observing a test statistic as extreme as or more extreme than the one actually observed by chance. Respondent percentages within a particular demographic category that were statistically significantly higher or lower than the sample frame percentages are noted with black arrows in the tables. MDHHS should exercise caution when extrapolating the CAHPS results to the entire population if the respondent population differs significantly from the actual population of the plan or program.

²⁻¹⁰ National Committee for Quality Assurance. *HEDIS® Measurement Year 2020, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA; 2020.

Scoring Calculations

For purposes of the NCQA Comparisons, Statewide Comparisons, and Trend analyses, HSAG calculated scores for each measure following NCQA HEDIS Specifications for Survey Measures.²⁻¹¹ Although NCQA requires a minimum of at least 100 responses on each item in order to obtain a reportable survey result, HSAG presented results with fewer than 100 responses. Therefore, caution should be exercised when evaluating measures' results with fewer than 100 responses, which are denoted with a cross (+).

Global Ratings, Composite Measures, and Individual Item Measure

HSAG calculated top-box scores by assigning top-box responses a score of one, with all other responses receiving a score of zero. A “top-box” response was defined as follows:

- “9” or “10” for the global ratings;
- “Usually” or “Always” for the *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate*, *Customer Service*, and *Transportation* composite measures, and the *Coordination of Care* individual item measure.

For the global ratings and individual item, top-box scores were defined as the proportion of responses with a score value of one over all responses. For the composite measures, first a separate top-box score was calculated for each question within the composite measure. The final composite measure score was determined by calculating the average score across all questions within the composite measure (i.e., mean of the composite items' top-box scores).

Weighting

HSAG calculated both a weighted MDHHS Medicaid Program score and a weighted MDHHS Medicaid Managed Care Program score based on the total eligible population for each plan's or program's child population. The MDHHS Medicaid Program includes results from both the MHPs and the FFS program. The MDHHS Medicaid Managed Care Program is limited to the results of the MHPs (i.e., the FFS program is not included).

²⁻¹¹ National Committee for Quality Assurance. *HEDIS® Measurement Year 2020, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA; 2020.

NCQA Comparisons

HSAG compared the top-box scores to NCQA's 2020 Quality Compass Benchmark and Compare Quality Data to derive overall member experience ratings (i.e., star ratings).²⁻¹² Ratings of one (★) to five (★★★★★) stars were determined for each measure using the percentile distributions shown in Table 2-2.

Table 2-2—Star Ratings

Stars	Percentiles
★★★★★ Excellent	At or above the 90th percentile
★★★★ Very Good	At or between the 75th and 89th percentiles
★★★ Good	At or between the 50th and 74th percentiles
★★ Fair	At or between the 25th and 49th percentiles
★ Poor	Below the 25th percentile

Statewide Comparisons

The results of the MHPs and FFS program were compared to the MDHHS Medicaid Managed Care Program to determine if the results were statistically significantly different. Colors in the figures note statistically significant differences. Green indicates a score that was statistically significantly higher than the MDHHS Medicaid Managed Care Program. Conversely, red indicates a score that was statistically significantly lower than the MDHHS Medicaid Managed Care Program. Blue represents scores that were not statistically significantly different from the MDHHS Medicaid Managed Care Program. Also, the NCQA child Medicaid national averages are presented in the figures for comparison.²⁻¹³

²⁻¹² National Committee for Quality Assurance. *Quality Compass®: Benchmark and Compare Quality Data 2020*. Washington, DC: NCQA, September 2020.

²⁻¹³ The source for the national data contained in this publication is Quality Compass® 2020 and is used with the permission of NCQA. Quality Compass 2020 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. CAHPS® is a registered trademark of AHRQ.

MHP Comparisons

The results of the MHPs were compared to the MDHHS Medicaid Managed Care Program. Two types of hypothesis tests were applied to these results. First, a global F test was calculated, which determined whether the difference between MHP scores was significant. If the F test demonstrated MHP-level differences (i.e., p value < 0.05), then a t test was performed for each MHP. The t test determined whether each MHP's score was statistically significantly different from the MDHHS Medicaid Managed Care Program. This analytic approach follows AHRQ's recommended methodology for identifying significant plan-level performance differences.

Fee-for-Service Comparisons

The results of the FFS program were compared to the MDHHS Medicaid Managed Care Program. One type of hypothesis test was applied to these results. A t test was performed to determine whether the results of the FFS program were statistically significantly different (i.e., p value < 0.05) from the MDHHS Medicaid Managed Care Program results.

Trend Analysis

HSAG performed a t test to determine whether results in 2021 were statistically significantly different from results in 2020. A difference was considered statistically significant if the two-sided p value of the t test was less than 0.05. The two-sided p value of the t test is the probability of observing a test statistic as extreme as or more extreme than the one actually observed by chance.

Scores that were statistically significantly higher in 2021 than in 2020 are noted with upward triangles (▲). Scores that were statistically significantly lower in 2021 than in 2020 are noted with downward triangles (▼). Scores in 2021 that were not statistically significantly different from scores in 2020 are noted with a dash (—).

Key Drivers of Member Experience Analysis

HSAG performed an analysis of key drivers of member experience for the following three global ratings: *Rating of Health Plan*, *Rating of All Health Care*, and *Rating of Personal Doctor*. The purpose of the key drivers of member experience analysis is to help decision makers identify specific aspects of care that will most benefit from quality improvement activities.

Table 2-3 depicts the survey items (i.e., questions) that were analyzed for each measure in the key drivers of member experience analysis as indicated by a checkmark (✓), as well as each survey item's baseline response that was used in the statistical calculation.

Table 2-3—Potential Key Drivers

Question Number	Rating of Health Plan	Rating of All Health Care	Rating of Personal Doctor	Baseline Response
Q4. Child received care as soon as needed when care was needed right a way	✓	✓	✓	Always
Q6. Child received appointment for a checkup or routine care as soon as needed	✓	✓	✓	Always
Q9. Ease of getting the care, tests, or treatment the child needed	✓	✓	✓	Always
Q12. Child's personal doctor explained things about the child's health in an understandable way to the parent/caretaker	✓	✓	✓	Always
Q13. Child's personal doctor listened carefully to the parent/caretaker	✓	✓	✓	Always
Q14. Child's personal doctor showed respect for what the parent/caretaker said	✓	✓	✓	Always
Q16. Child's personal doctor explained things in an understandable way for the child	✓	✓	✓	Always
Q17. Child's personal doctor spent enough time with the child	✓	✓	✓	Always
Q18. Child's personal doctor discussed how the child is feeling, growing, or behaving	✓	✓	✓	Yes
Q20. Child's personal doctor seemed informed and up-to-date about care the child received from other doctors or health providers	✓	✓	✓	Always
Q23. Child received appointment with a specialist as soon as needed	✓	✓		Always

Question Number	Rating of Health Plan	Rating of All Health Care	Rating of Personal Doctor	Baseline Response
Q27. Child's health plan's customer service gave the parent/caretaker the information or help needed	✓	✓		Always
Q28. Parent/caretaker was treated with courtesy and respect by the child's health plan's customer service staff	✓	✓		Always
Q30. Ease of filling out forms from the child's health plan	✓	✓		Always
Q43. Ease of getting help with transportation	✓			Always
Q44. Parent/caretaker received help with transportation	✓			Always

HSAG measured each global rating's performance by assigning the responses into a two-point scale as follows:

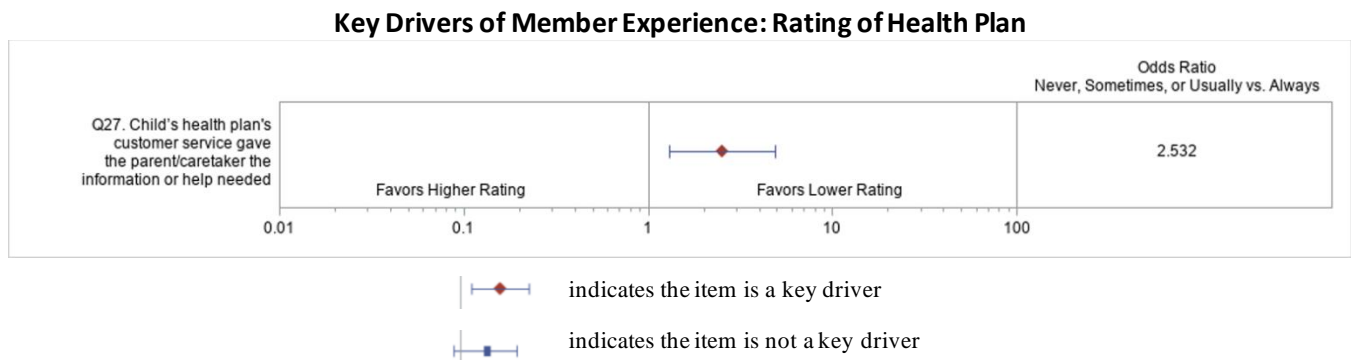
- 0 to 8 = 1 (Dissatisfied/Neutral)
- 9 to 10 = 2 (Satisfied)

For each item evaluated, HSAG assigned 2 to each item's baseline response and 1 to each item's other responses. HSAG calculated the relationship between the item's response and performance on each of the three measures using a polychoric correlation, which is used to estimate the correlation between two theorized normally distributed continuous latent variables, from two observed ordinal variables. HSAG then prioritized items based on their correlation to each measure.

The correlation can range from -1 to 1, with negative values indicating an inverse relationship between overall member experience and a particular survey item. However, the correlation analysis conducted is not focused on the direction of the correlation, but rather on the degree of correlation. Therefore, the absolute value of the correlation is used in the analysis, and the range is 0 to 1. A zero indicates no relationship between the response to a question and the member's experience. As the value of correlation increases, the importance of the question to the respondent's overall experience increases.

After prioritizing items based on their correlation to each measure, HSAG estimated the odds ratio, which is used to quantify respondents' tendency to choose a lower rating over a higher rating based on their responses to the evaluated items. The odds ratio can range from 0 to infinity. Key drivers are those items for which the odds ratio is statistically significantly greater than 1. If a response to an item has an odds ratio value that is statistically significantly greater than 1, then a respondent who provides a response other than the baseline (i.e., "Always" or "Yes") is more likely to provide a lower rating on the measure than respondents who provide the baseline response. As the odds ratio value increases, the tendency for a respondent who provided a non-baseline response to choose a lower rating increases.

In the example below, the results indicate that respondents who answered “Never,” “Sometimes,” or “Usually” to question 27 are 2.532 times more likely to provide a lower rating for their child’s health plan than respondents who answered “Always.” The items identified as key drivers are indicated with a red diamond.



Limitations and Cautions

The findings presented in this CAHPS report are subject to some limitations in the survey design, analysis, and interpretation. MDHHS should consider these limitations when interpreting or generalizing the findings.

Case-Mix Adjustment

The demographics of a response group may impact member experience. Therefore, differences in the demographics of the response group may impact CAHPS results. NCQA does not recommend case-mix adjusting Medicaid CAHPS results to account for these differences; therefore, no case-mix adjusting was performed on these results.²⁻¹⁴

Causal Inferences

Although this report examines whether respondents report differences in experience with various aspects of their health care experiences, these differences may not be completely attributable to an MHP or the FFS program. These analyses identify whether respondents give different ratings of experience with their child’s MHP or the FFS program. The survey by itself does not necessarily reveal the exact cause of these differences.

²⁻¹⁴ Agency for Healthcare Research and Quality. *CAHPS Health Plan Survey and Reporting Kit 2008*. Rockville, MD: US Department of Health and Human Services; 2008.

Non-Response Bias

The experiences of the survey respondent population may be different than that of non-respondents with respect to their child's health care services and may vary by plan or program. According to research, late respondents (i.e., respondents who submitted a survey later than the first mailing/round) could potentially be non-respondents if the survey had ended earlier.²⁻¹⁵ To identify potential non-response bias, HSAG compared the top-box scores from late respondents to early respondents (i.e., respondents who submitted a survey during the first round) for each measure. Results indicate that early respondents are statistically significantly more likely to provide a higher top-box response for the *Rating of All Health Care* measure. Therefore, MDHHS should consider the potential for non-response bias when interpreting CAHPS results.

Coronavirus Disease 2019 (COVID-19) Impact

Due to the increased use of telehealth services (e.g., phone and video calls) during the COVID-19 pandemic, AHRQ released the 5.1 version of the CAHPS Child Health Plan Survey in October 2020 to acknowledge that members may receive care in person, by phone, or by video. Based on this version, NCQA introduced a new HEDIS version of the survey with updates to the following questions: 3, 5, 6, 7, 10, 11, 15, 22, 23, 24, and 25; therefore, caution should be exercised when comparing 2021 results to prior years' results. Also, caution should be exercised when evaluating the results as the number of completed surveys may have been impacted by COVID-19, as well as parents or caretakers of child members' perceptions of and experiences with the health care system.

²⁻¹⁵ Korkeila, K., et al. "Non-response and related factors in a nation-wide health survey." *European journal of epidemiology* 17.11 (2001): 991-999.

Who Responded to the Survey

Table 3-1 shows the total number of members sampled, the number of surveys completed, the number of ineligible members, and the response rates. The survey response rate is the total number of completed surveys divided by all eligible members of the sample.

Table 3-1—Distribution of Surveys and Response Rates

	Sample Size	Completes	Ineligibles	Response Rates
MDHHS Medicaid Program	18,150	2,482	168	13.80%
Fee-for-Service	1,650	182	41	11.31%
MDHHS Medicaid Managed Care	16,500	2,300	127	14.05%
Aetna Better Health of Michigan	1,650	169	17	10.35%
Blue Cross Complete of Michigan	1,650	241	12	14.71%
HAP Empowered	1,650	118	16	7.22%
McLaren Health Plan	1,650	226	13	13.81%
Meridian Health Plan of Michigan	1,650	266	9	16.21%
Molina Healthcare of Michigan	1,650	214	15	13.09%
Priority Health Choice, Inc.	1,650	241	8	14.68%
Total Health Care, Inc.	1,650	195	13	11.91%
UnitedHealthcare Community Plan	1,650	253	16	15.48%
Upper Peninsula Health Plan	1,650	377	8	22.96%

Respondent Analysis

HSAG compared the demographic characteristics of child members whose parents or caretakers responded to the survey to the demographic characteristics of all members in the sample frame for statistically significant differences. The demographic characteristics evaluated as part of the respondent analysis included age, gender, race, and ethnicity. Table 3-2 through Table 3-5 members. Please note that variables from the sample frame were used as the source of data for this analysis; therefore, these results will differ from those presented in the demographics subsection, which uses responses from the survey as the source of data.

Table 3-2—Respondent Analysis:Age

Program/Plan Name		Less than 1	1 to 3	4 to 7	8 to 12	13 to 17
MDHHS Medicaid Program	R	2.8%	15.9%↓	20.1%↓	28.5%	32.6%↑
	SF	3.3%	17.9%	23.6%	28.6%	26.6%
Fee-for-Service	R	3.3%	9.3%↓	16.5%	31.9%	39.0%
	SF	2.0%	13.6%	21.6%	30.7%	32.1%
MDHHS Medicaid Managed Care Program	R	2.8%↓	16.4%↓	20.4%↓	28.3%	32.1%↑
	SF	3.5%	18.5%	23.9%	28.3%	25.8%
Aetna Better Health of Michigan	R	4.1%	17.2%	15.4%↓	31.4%	32.0%
	SF	4.2%	19.1%	23.2%	27.4%	26.1%
Blue Cross Complete of Michigan	R	3.7%	20.3%	21.2%	24.1%	30.7%↑
	SF	4.4%	21.4%	24.0%	26.0%	24.2%
HAP Empowered	R	6.8%	13.6%↓	26.3%	30.5%	22.9%
	SF	5.2%	23.9%	27.0%	24.4%	19.5%
McLaren Health Plan	R	1.8%↓	18.1%	19.5%	28.3%	32.3%↑
	SF	3.8%	19.4%	24.3%	27.2%	25.3%
Meridian Health Plan of Michigan	R	2.3%	16.2%	23.7%	28.9%	28.9%
	SF	3.5%	18.6%	24.9%	28.5%	24.6%
Molina Healthcare of Michigan	R	2.3%	16.4%	21.5%	27.6%	32.2%
	SF	3.3%	17.4%	22.6%	29.1%	27.6%
Priority Health Choice, Inc.	R	2.1%	14.9%	21.2%	26.1%	35.7%↑
	SF	3.5%	18.9%	24.4%	28.0%	25.2%
Total Health Care, Inc.	R	0.0%↓	11.8%↓	22.6%	26.7%	39.0%↑
	SF	0.1%	18.0%	23.4%	28.5%	29.9%
UnitedHealthcare Community Plan	R	2.8%	13.4%	15.8%↓	33.2%	34.8%↑
	SF	3.2%	16.7%	22.8%	29.8%	27.5%

Program/Plan Name		Less than 1	1 to 3	4 to 7	8 to 12	13 to 17
Upper Peninsula Health Plan	R	3.4%	19.1%	19.4% ↓	27.6%	30.5% ↑
	SF	3.8%	18.5%	23.8%	28.3%	25.5%

An "R" indicates respondent percentage and an "SF" indicates sample frame percentage.
 ↑ Indicates the respondent percentage is significantly higher than the sample frame percentage.
 ↓ Indicates the respondent percentage is significantly lower than the sample frame percentage.
 Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.

Table 3-3—Respondent Analysis: Gender

Program/Plan Name		Male	Female
MDHHS Medicaid Program	R	52.1%	47.9%
	SF	51.1%	48.9%
Fee-for-Service	R	55.5%	44.5%
	SF	51.6%	48.4%
MDHHS Medicaid Managed Care Program	R	51.9%	48.1%
	SF	51.1%	48.9%
Aetna Better Health of Michigan	R	53.3%	46.7%
	SF	50.7%	49.3%
Blue Cross Complete of Michigan	R	47.7%	52.3%
	SF	51.2%	48.8%
HAP Empowered	R	47.5%	52.5%
	SF	51.4%	48.6%
McLaren Health Plan	R	53.1%	46.9%
	SF	51.4%	48.6%
Meridian Health Plan of Michigan	R	50.8%	49.2%
	SF	51.0%	49.0%
Molina Healthcare of Michigan	R	52.8%	47.2%
	SF	51.1%	48.9%
Priority Health Choice, Inc.	R	53.5%	46.5%
	SF	51.0%	49.0%
Total Health Care, Inc.	R	53.8%	46.2%
	SF	50.3%	49.7%
UnitedHealthcare Community Plan	R	51.8%	48.2%
	SF	51.0%	49.0%
Upper Peninsula Health Plan	R	52.8%	47.2%
	SF	50.9%	49.1%

An "R" indicates respondent percentage and an "SF" indicates sample frame percentage.
 ↑ Indicates the respondent percentage is significantly higher than the sample frame percentage.
 ↓ Indicates the respondent percentage is significantly lower than the sample frame percentage.
 Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.

Table 3-4— Respondent Analysis: Race

Program/Plan Name		White	Black	Asian	Other
MDHHS Medicaid Program	R SF	63.0%↑ 53.7%	20.3%↓ 32.4%	2.7%↑ 1.6%	13.9% 12.3%
Fee-for-Service	R SF	71.3%↑ 62.0%	13.8%↓ 21.5%	2.8% 1.5%	12.2% 15.0%
MDHHS Medicaid Managed Care Program	R SF	61.3%↑ 51.5%	21.6%↓ 35.3%	2.7% 1.7%	14.3%↑ 11.6%
Aetna Better Health of Michigan	R SF	NA	NA	NA	NA
Blue Cross Complete of Michigan	R SF	50.2%↑ 40.5%	22.4%↓ 37.1%	5.0%↑ 1.7%	22.4% 20.7%
HAP Empowered	R SF	NA	NA	NA	NA
McLaren Health Plan	R SF	72.4%↑ 65.9%	16.2%↓ 24.1%	0.5% 0.6%	11.0% 9.3%
Meridian Health Plan of Michigan	R SF	NA	NA	NA	NA
Molina Healthcare of Michigan	R SF	67.1%↑ 54.9%	31.8%↓ 44.8%	0.0% 0.0%	1.2% 0.3%
Priority Health Choice, Inc.	R SF	NA	NA	NA	NA
Total Health Care, Inc.	R SF	NA	NA	NA	NA
UnitedHealthcare Community Plan	R SF	58.9%↑ 46.3%	18.6%↓ 32.1%	4.3% 4.0%	18.2% 17.6%
Upper Peninsula Health Plan	R SF	NA	NA	NA	NA
<p>An "R" indicates respondent percentage and an "SF" indicates sample frame percentage. ↑ Indicates the respondent percentage is significantly higher than the sample frame percentage. ↓ Indicates the respondent percentage is significantly lower than the sample frame percentage. Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows. NA indicates that data for the variable was missing from the sample frame; therefore, results are not available.</p>					

Table 3-5—Respondent Analysis: Ethnicity

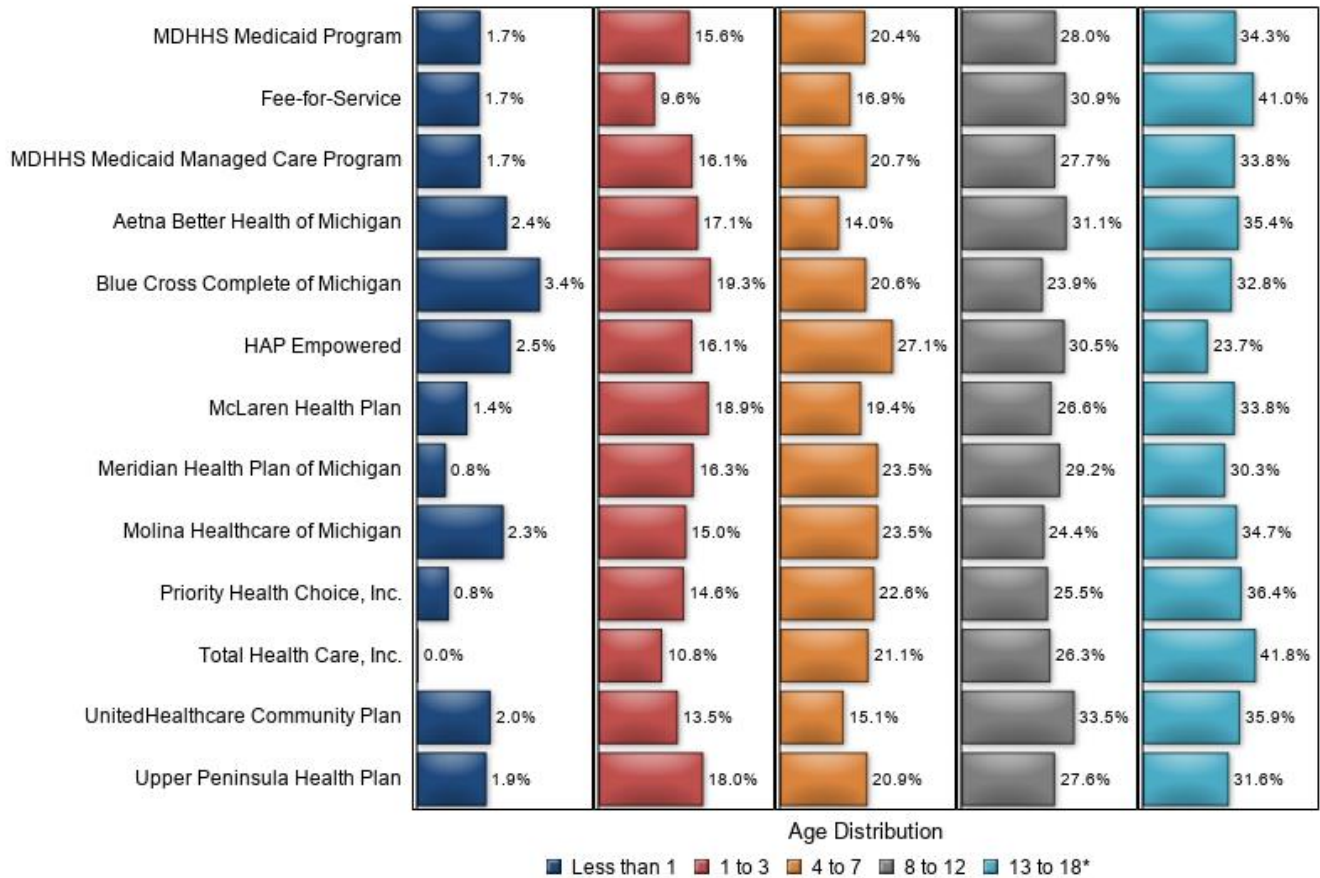
Program/Plan Name		Hispanic	Non-Hispanic
MDHHS Medicaid Program	R	6.4%	93.6%
	SF	6.3%	93.7%
Fee-for-Service	R	11.3%	88.7%
	SF	8.2%	91.8%
MDHHS Medicaid Managed Care Program	R	5.4%	94.6%
	SF	5.8%	94.2%
Aetna Better Health of Michigan	R	NA	NA
	SF		
Blue Cross Complete of Michigan	R	7.9%	92.1%
	SF	11.2%	88.8%
HAP Empowered	R	NA	NA
	SF		
McLaren Health Plan	R	8.4%	91.6%
	SF	7.9%	92.1%
Meridian Health Plan of Michigan	R	NA	NA
	SF		
Molina Healthcare of Michigan	R	0.0%	100.0%
	SF	0.0%	100.0%
Priority Health Choice, Inc.	R	NA	NA
	SF		
Total Health Care, Inc.	R	NA	NA
	SF		
UnitedHealthcare Community Plan	R	5.1%↓	94.9%↑
	SF	8.4%	91.6%
Upper Peninsula Health Plan	R	NA	NA
	SF		

An "R" indicates respondent percentage and an "SF" indicates sample frame percentage.
 ↑ Indicates the respondent percentage is significantly higher than the sample frame percentage.
 ↓ Indicates the respondent percentage is significantly lower than the sample frame percentage.
 Respondent percentages that are not statistically significantly different than the sample frame percentages are not noted with arrows.
 NA indicates that data for the variable was missing from the sample frame; therefore, results are not available.

Demographics of Child Members

Figure 3-1 through Figure 3-5 depict the demographics of children for whom a parent or caretaker completed a survey.

Figure 3-1—Child Member Demographics: Age



*Children were eligible for inclusion in CAHPS if they were 17 years of age or younger as of December 31, 2020. Some children eligible for the CAHPS Survey turned 18 between January 1, 2021, and the time of survey administration.

Figure 3-2— Child Member Demographics: Gender

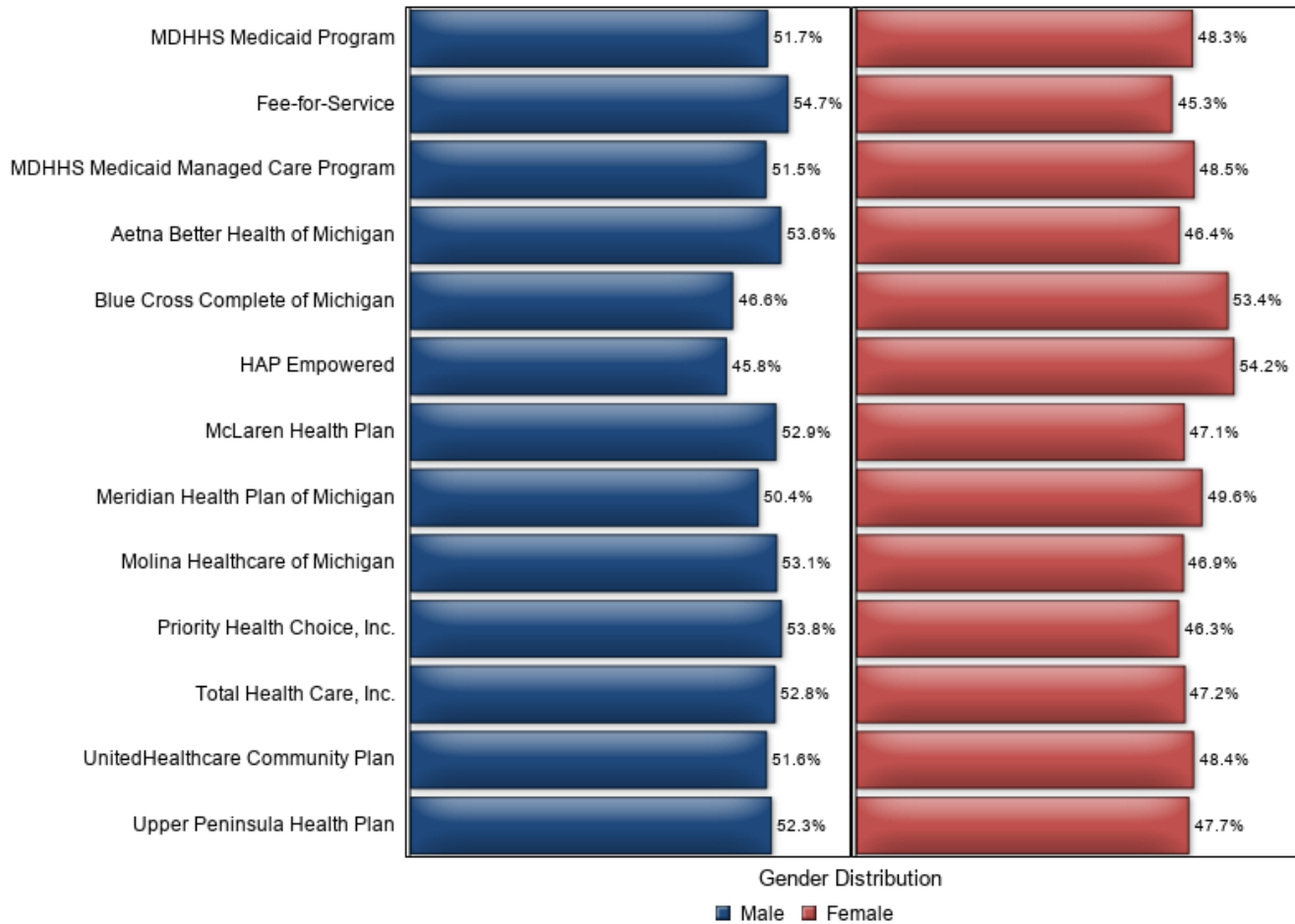
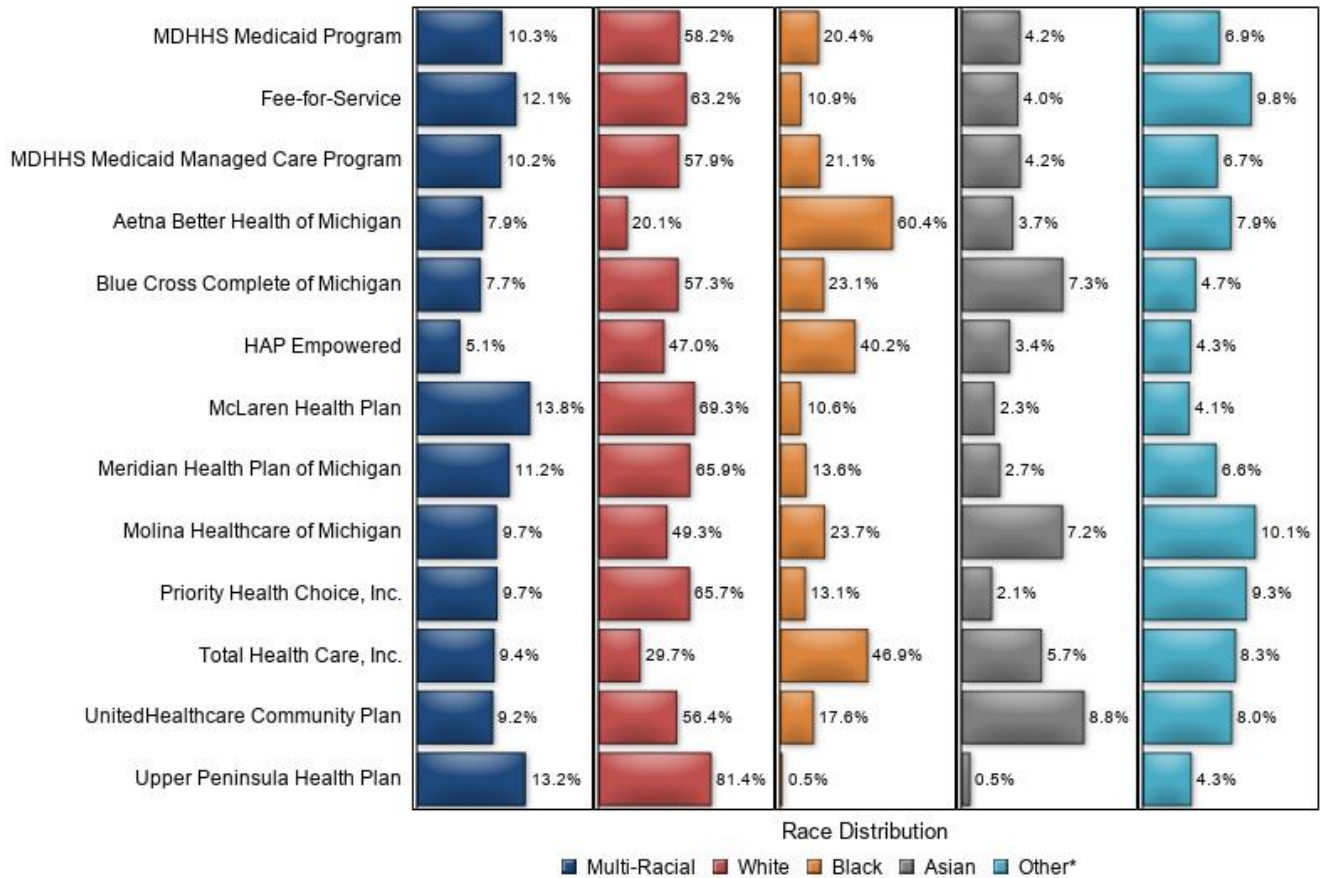


Figure 3-3—Child Member Demographics: Race



*The "Other" race category includes responses of Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.

Figure 3-4—Child Member Demographics: Ethnicity

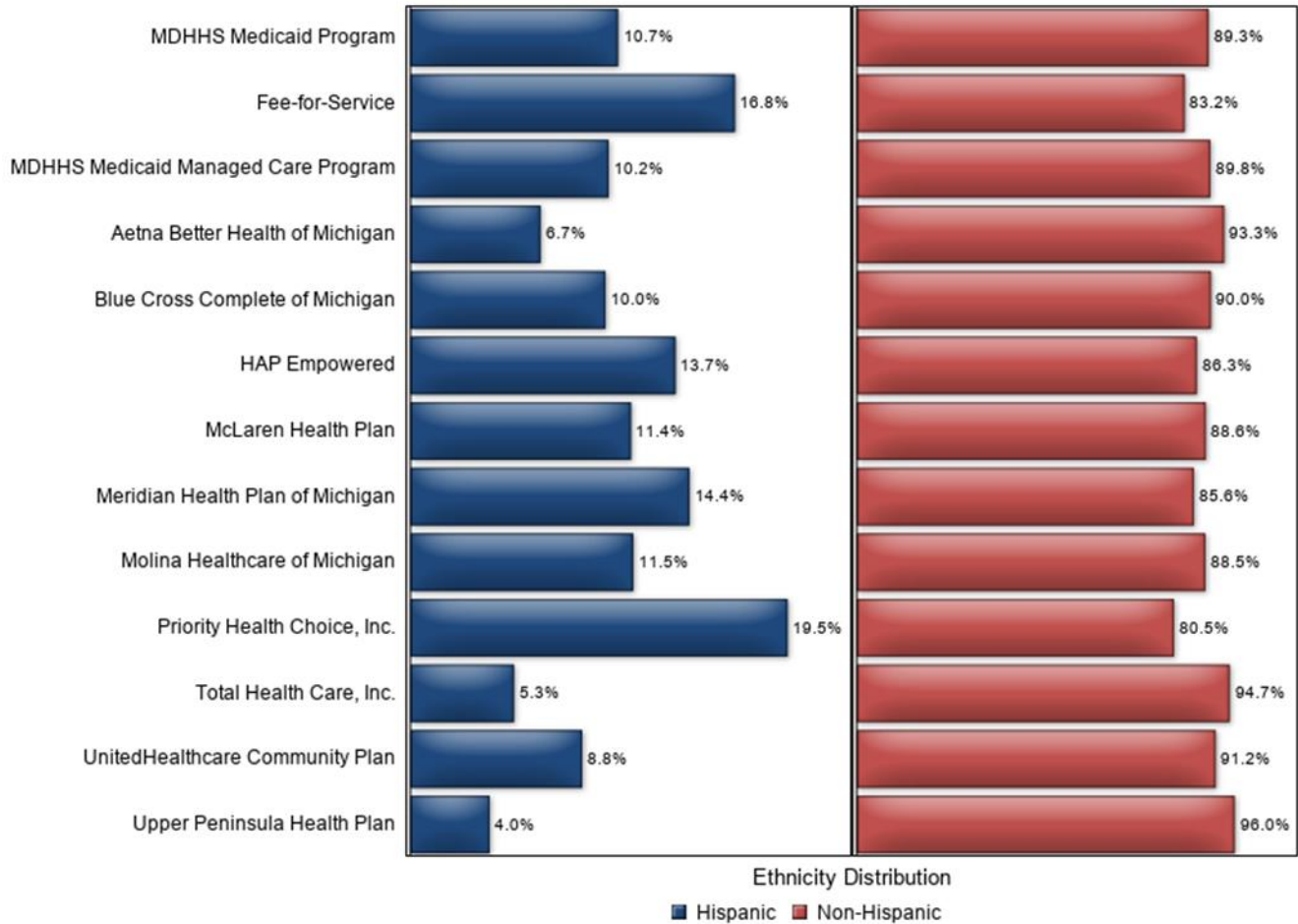
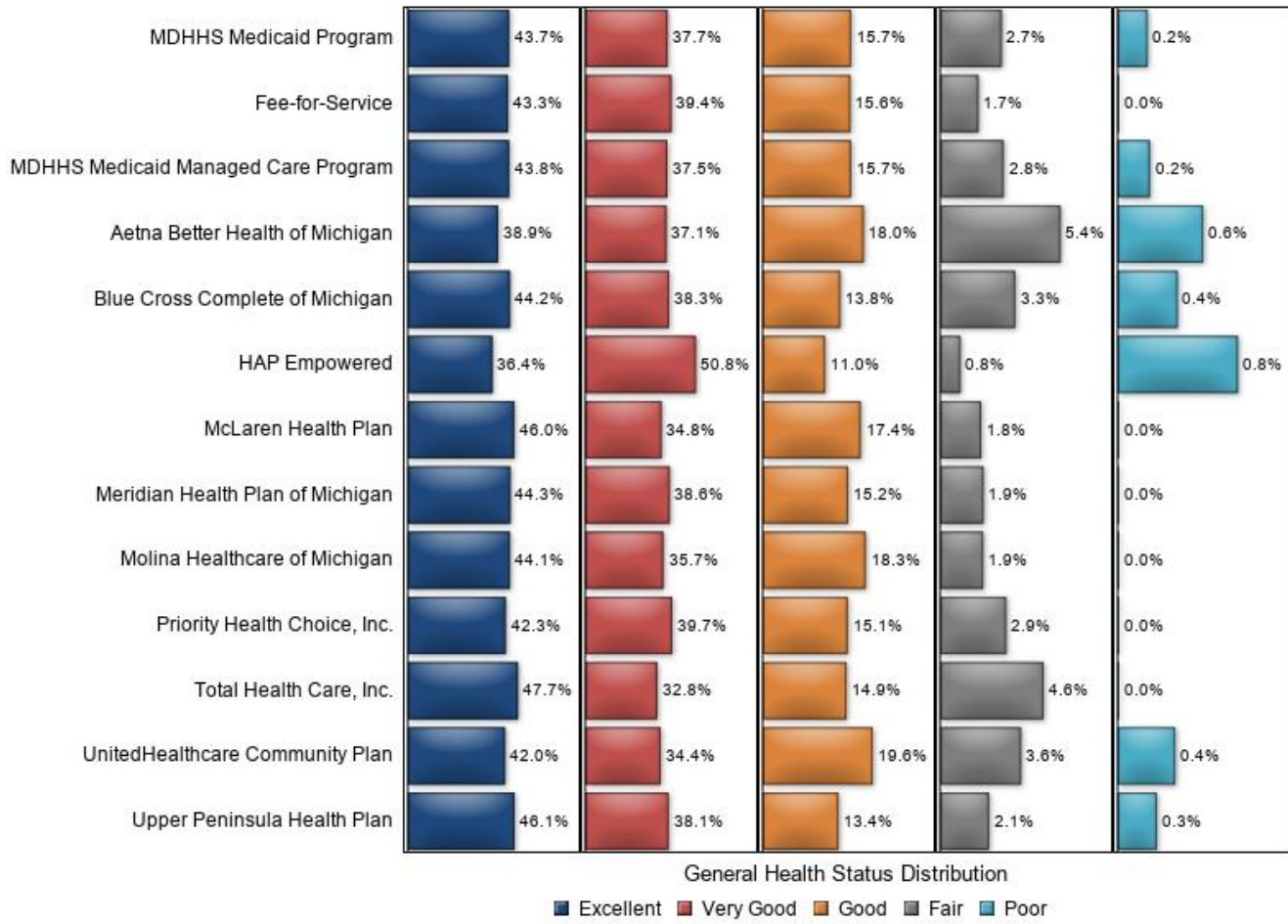


Figure 3-5—Child Member Demographics: General Health Status



Demographics of Respondents

Figure 3-6 through Figure 3-9 depict the demographics of the parent or caretaker who completed a survey.

Figure 3-6—Respondent Demographics: Age

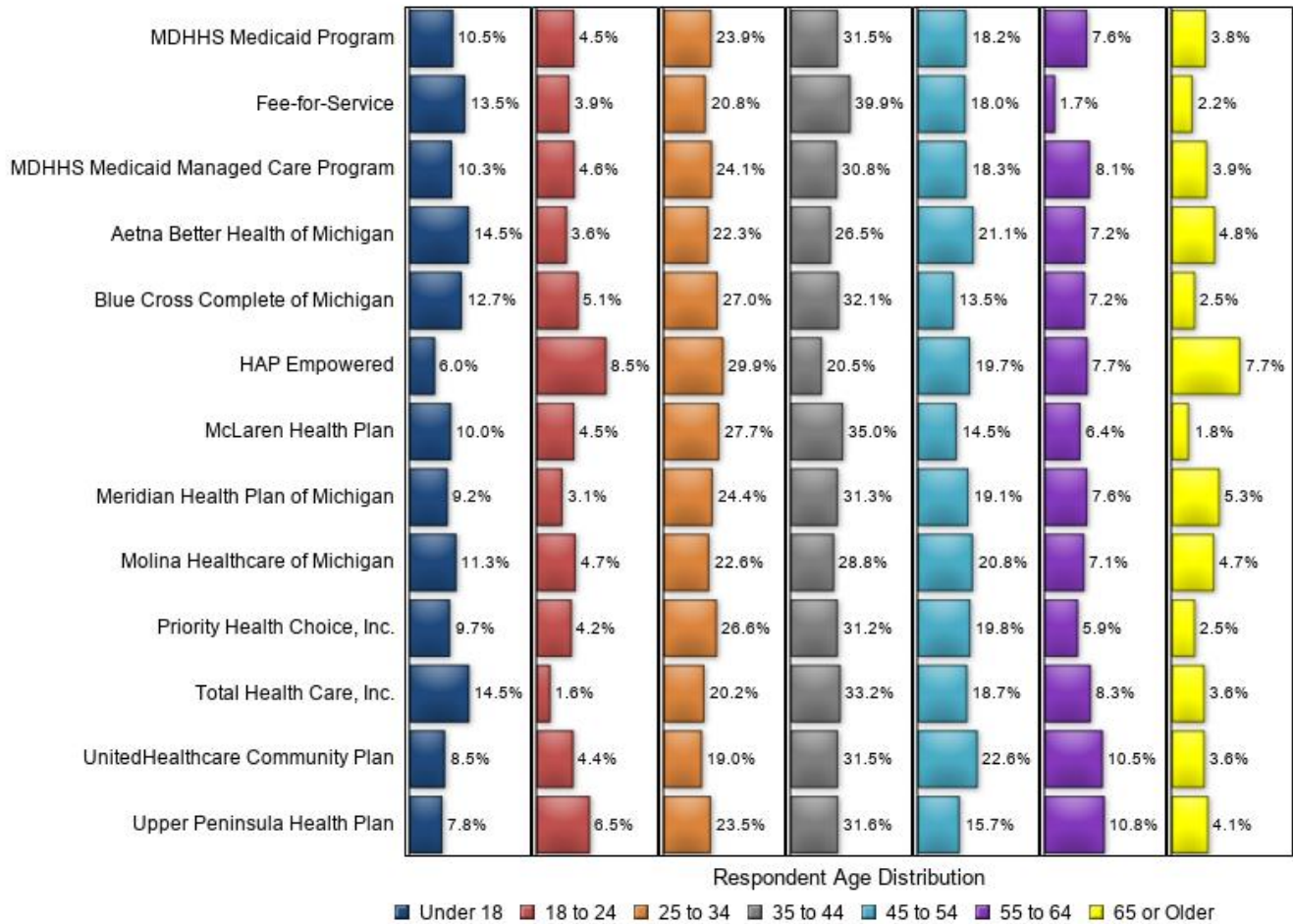


Figure 3-7—Respondent Demographics: Gender

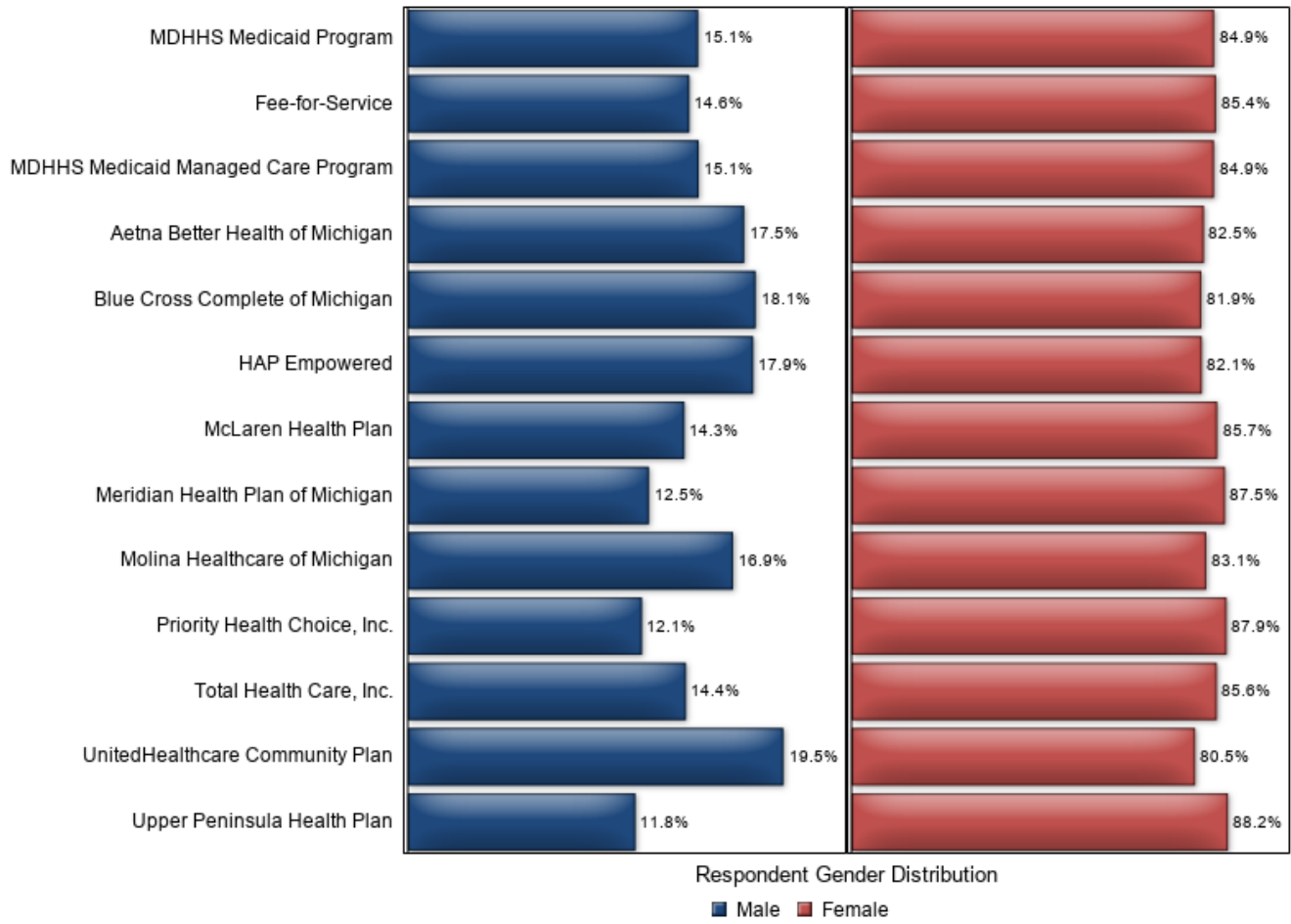


Figure 3-8—Respondent Demographics: Education Level

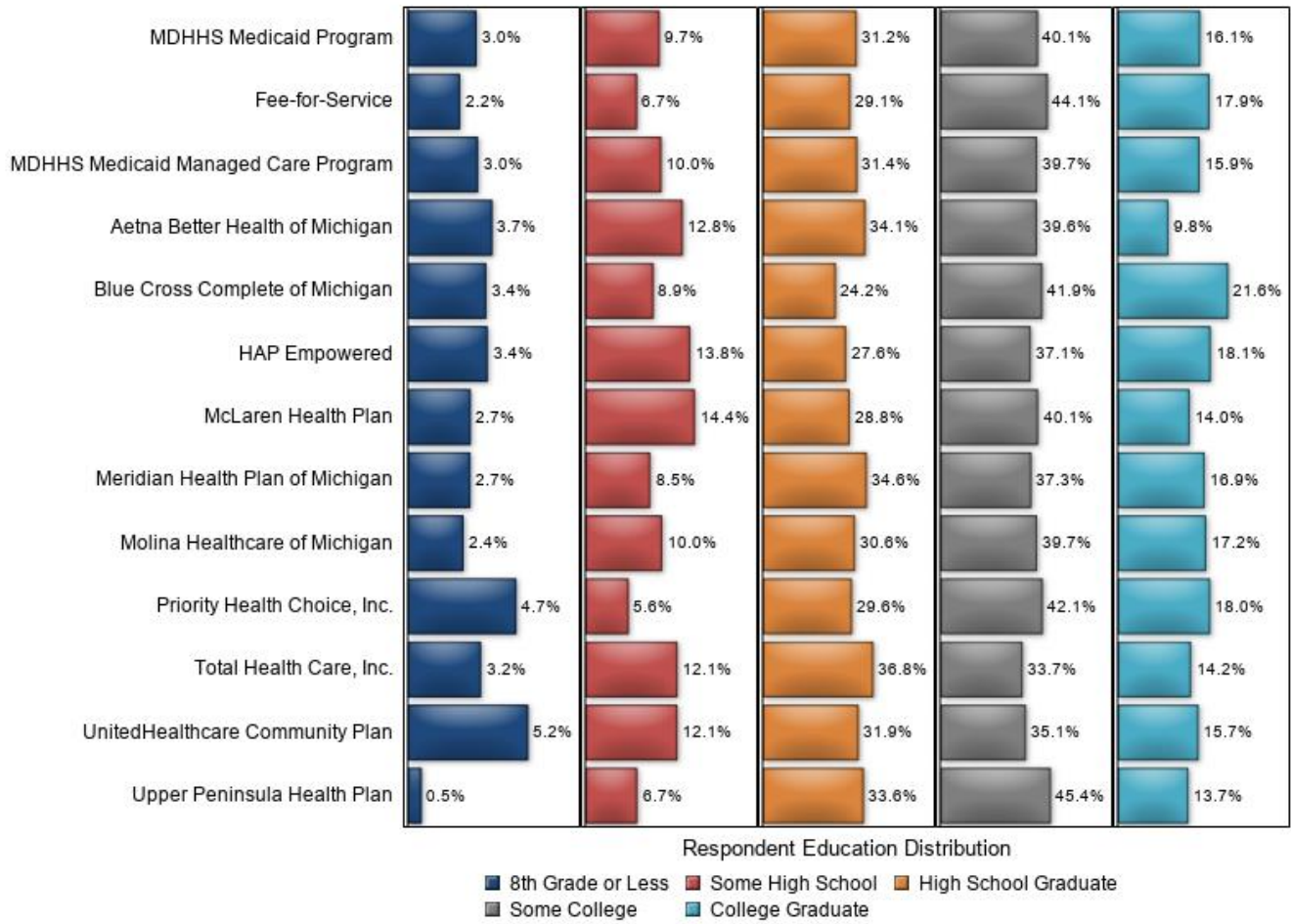
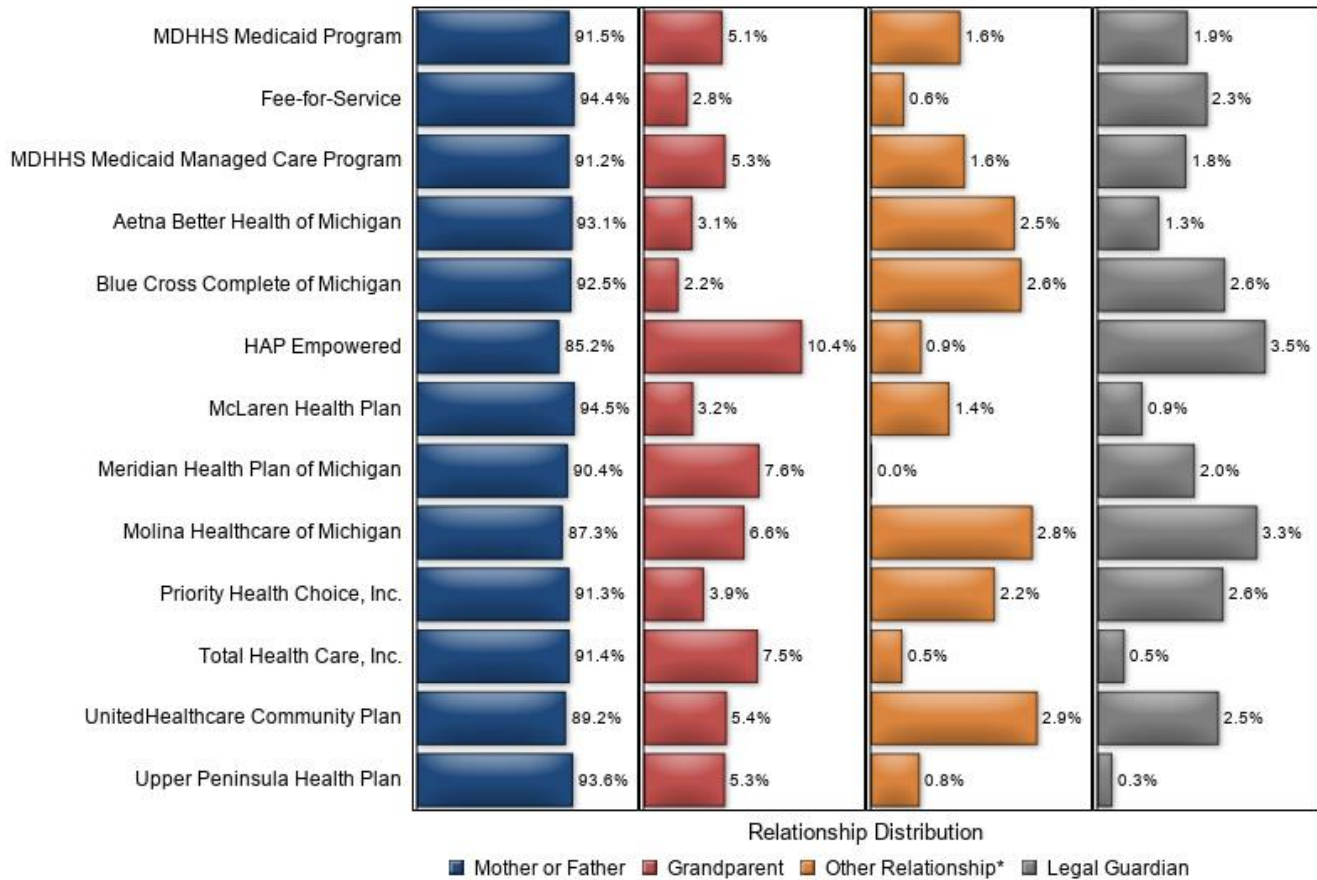


Figure 3-9—Respondent Demographics: Relationship to Child



*The "Other" relationship to the child category includes responses of aunt or uncle, older brother or sister, other relative, and someone else.

NCQA Comparisons

In order to assess the overall performance of the MDHHS Medicaid Program, the MDHHS Medicaid Managed Care Program, the FFS program, and each of the MHPs, HSAG compared scores for the measures to NCQA’s 2020 Quality Compass Benchmark and Compare Quality Data.^{3-1,3-2} Based on this comparison, ratings of one (★) to five (★★★★★) stars were determined for each measure, where one is the lowest possible rating (i.e., Poor) and five is the highest possible rating (i.e., Excellent), as shown in Table 3-6.

Table 3-6—Star Ratings

Stars	Percentiles
★★★★★ Excellent	At or above the 90th percentile
★★★★★ Very Good	At or between the 75th and 89th percentiles
★★★ Good	At or between the 50th and 74th percentiles
★★ Fair	At or between the 25th and 49th percentiles
★ Poor	Below the 25th percentile

The percentages presented in the following two tables represent the scores, while the stars represent overall member experience ratings when the scores were compared to NCQA Quality Compass Benchmark and Compare Quality Data.

³⁻¹ National Committee for Quality Assurance. *Quality Compass®: Benchmark and Compare Quality Data 2020*. Washington, DC: NCQA, September 2020.

³⁻² The *Transportation* composite measure survey questions are not included in the standard CAHPS 5.1H Child Medicaid Health Plan Survey. These questions are NCQA-approved supplemental items that were added to the survey. A 2020 NCQA benchmark is not available for this measure.

Table 3-7 shows the scores and overall member experience ratings on each of the four global ratings.

Table 3-7—NCQA Comparisons: Global Ratings

	Rating of Health Plan	Rating of All Health Care	Rating of Personal Doctor	Rating of Specialist Seen Most Often
MDHHS Medicaid Program	★ 68.2%	★★ 69.9%	★ 75.3%	★★ 72.1%
Fee-for-Service	★ 64.9%	★★ 72.2%	★★ 77.2%	★+ 68.4% ⁺
MDHHS Medicaid Managed Care Program	★ 68.7%	★★ 69.5%	★ 75.0%	★★ 72.6%
Aetna Better Health of Michigan	★ 63.0%	★+ 65.4% ⁺	★ 71.6%	★★★★+ 75.0% ⁺
Blue Cross Complete of Michigan	★ 63.9%	★★★★ 73.8%	★ 72.7%	★★★★★+ 78.9% ⁺
HAP Empowered	★ 52.2%	★+ 69.0% ⁺	★+ 66.3% ⁺	★+ 64.3% ⁺
McLaren Health Plan	★ 65.3%	★ 66.2%	★ 73.7%	★+ 63.6% ⁺
Meridian Health Plan of Michigan	★ 68.3%	★★ 71.1%	★★ 77.6%	★+ 66.7% ⁺
Molina Healthcare of Michigan	★★★★ 74.5%	★★ 69.8%	★★ 77.5%	★★★★★+ 85.7% ⁺
Priority Health Choice, Inc.	★★★★ 73.5%	★★★★ 77.1%	★★★★ 79.0%	★+ 66.7% ⁺
Total Health Care, Inc.	★ 67.4%	★+ 65.6% ⁺	★★★★ 80.0%	★★★★★+ 88.9% ⁺
UnitedHealthcare Community Plan	★ 66.4%	★ 62.6%	★ 67.7%	★+ 70.7% ⁺
Upper Peninsula Health Plan	★★ 72.5%	★★ 69.6%	★ 72.3%	★+ 67.2% ⁺

+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.
 NA Indicates that results for this measure are not displayed because too few members responded to the questions.

Table 3-8 shows the scores and overall member experience ratings on the four composite measures and one individual item measure.

Table 3-8—NCQA Comparisons: Composite and Individual Item Measures

	<i>Getting Needed Care</i>	<i>Getting Care Quickly</i>	<i>How Well Doctors Communicate</i>	<i>Customer Service</i>	<i>Coordination of Care</i>
MDHHS Medicaid Program	★★★ 88.0%	★★ 89.0%	★★ 95.5%	★ 85.2%	★★★ 88.9%
Fee-for-Service	★★★★ ⁺ 87.2% ⁺	★★★★ ⁺ 92.5% ⁺	★★★★ ⁺ 96.2% ⁺	★ ⁺ 81.5% ⁺	★★★★★ ⁺ 91.4% ⁺
MDHHS Medicaid Managed Care Program	★★★ 88.1%	★★ 88.5%	★★ 95.4%	★ 85.7%	★★★ 88.5%
Aetna Better Health of Michigan	★★★★ ⁺ 86.6% ⁺	★ ⁺ 75.9% ⁺	★ ⁺ 93.2% ⁺	★ ⁺ 85.9% ⁺	★★ ⁺ 85.2% ⁺
Blue Cross Complete of Michigan	★★ ⁺ 85.6% ⁺	★★ ⁺ 89.1% ⁺	★★★★ 95.9%	★ ⁺ 84.6% ⁺	★★ ⁺ 86.7% ⁺
HAP Empowered	★ ⁺ 83.0% ⁺	★ ⁺ 84.2% ⁺	★★★★ ⁺ 96.6% ⁺	★ ⁺ 81.3% ⁺	★ ⁺ 66.7% ⁺
McLaren Health Plan	★★★★★ ⁺ 90.0% ⁺	★★ ⁺ 88.5% ⁺	★★ 94.9%	★ ⁺ 84.0% ⁺	★★ ⁺ 84.6% ⁺
Meridian Health Plan of Michigan	★★★★★ 89.3%	★★ ⁺ 90.1% ⁺	★★★★★ 97.8%	★★ ⁺ 87.2% ⁺	★★★★★ ⁺ 90.0% ⁺
Molina Healthcare of Michigan	★★★★ ⁺ 87.0% ⁺	★★ ⁺ 89.3% ⁺	★ 91.5%	★★★★ ⁺ 89.7% ⁺	★★★★ ⁺ 87.5% ⁺
Priority Health Choice, Inc.	★★★★★ ⁺ 90.9% ⁺	★ ⁺ 87.8% ⁺	★★★★★ 98.7%	★ ⁺ 83.8% ⁺	★★★★★ ⁺ 94.2% ⁺
Total Health Care, Inc.	★★★★ ⁺ 86.6% ⁺	★ ⁺ 82.8% ⁺	★★★★★ ⁺ 97.1% ⁺	★ ⁺ 86.4% ⁺	★★ ⁺ 85.7% ⁺
UnitedHealthcare Community Plan	★★★★ ⁺ 87.1% ⁺	★ ⁺ 85.9% ⁺	★ 94.0%	★ ⁺ 80.9% ⁺	★★★★★ ⁺ 89.6% ⁺
Upper Peninsula Health Plan	★★ 86.0%	★★★★★ 95.2%	★★★★★ 97.3%	★ ⁺ 86.7% ⁺	★★★★★ ⁺ 91.3% ⁺
<p>⁺ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. NA Indicates that results for this measure are not displayed because too few members responded to the questions.</p>					



Statewide Comparisons

For purposes of the Statewide Comparisons analysis, HSAG calculated top-box scores for each measure. For information on the survey language and response options for the measures, please refer to the Reader's Guide beginning on page 2-4. For more detailed information regarding the calculation of these measures, please refer to the Reader's Guide section beginning on page 2-9.

The MDHHS Medicaid Program and MDHHS Medicaid Managed Care Program results were weighted based on the eligible population for each child population (i.e., FFS and/or MHPs). HSAG compared the MHP and FFS results to the MDHHS Medicaid Managed Care Program to determine if the results were statistically significantly different than the MDHHS Medicaid Managed Care Program. Colors in the figures note statistically significant differences. Health plan/program scores with fewer than 100 respondents are denoted with a cross (+). Caution should be used when evaluating scores derived from fewer than 100 respondents. In addition, results based on fewer than 11 respondents were suppressed and are noted as "Not Applicable." Also, the NCQA child Medicaid national averages are presented for comparison.³⁻³

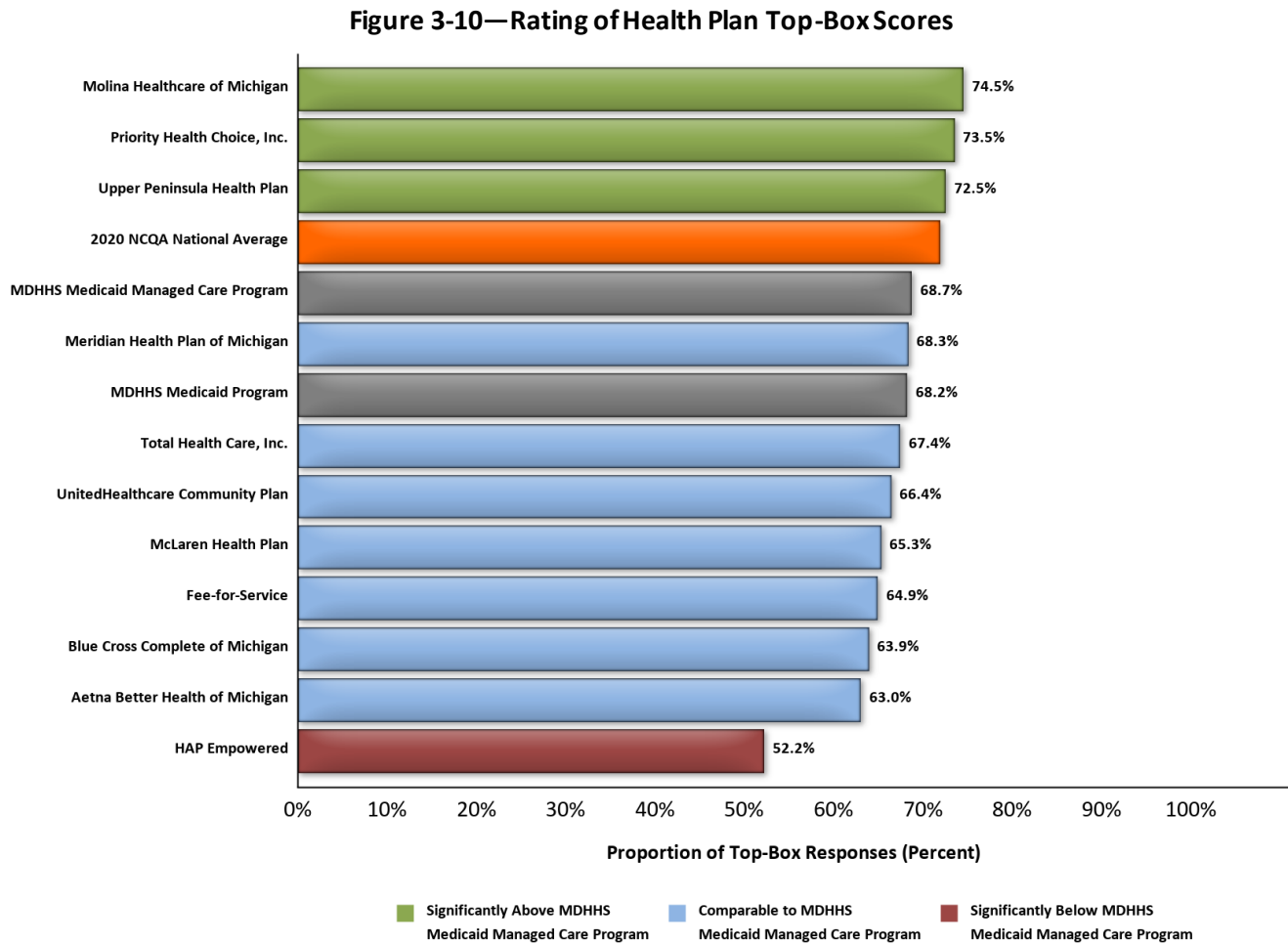
In some instances, the top-box scores presented for two plans were similar, but one was statistically different from the MDHHS Medicaid Managed Care Program and the other was not. In these instances, it was the difference in the number of respondents between the two plans that explains the different statistical results. It is more likely that a statistically significant result will be found in a plan with a larger number of respondents.

³⁻³ The source for the national data contained in this publication is Quality Compass[®] 2020 and is used with the permission of the National Committee for Quality Assurance (NCQA). Quality Compass 2020 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass is a registered trademark of NCQA. CAHPS[®] is a registered trademark of AHRQ.

Global Ratings

Rating of Health Plan

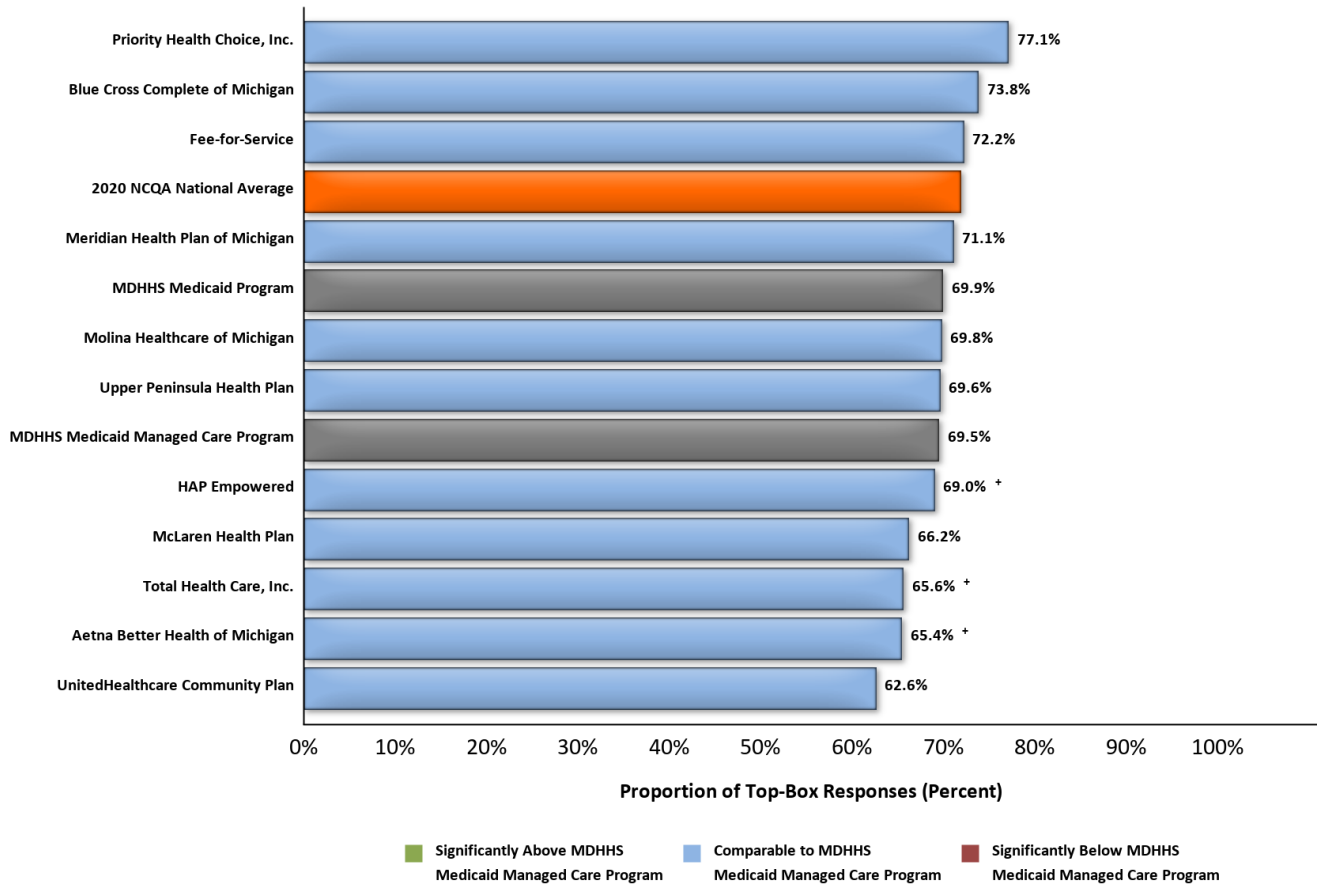
Figure 3-10 shows the *Rating of Health Plan* top-box scores.



Rating of All Health Care

Figure 3-11 shows the *Rating of All Health Care* top-box scores.

Figure 3-11—Rating of All Health Care Top-Box Scores

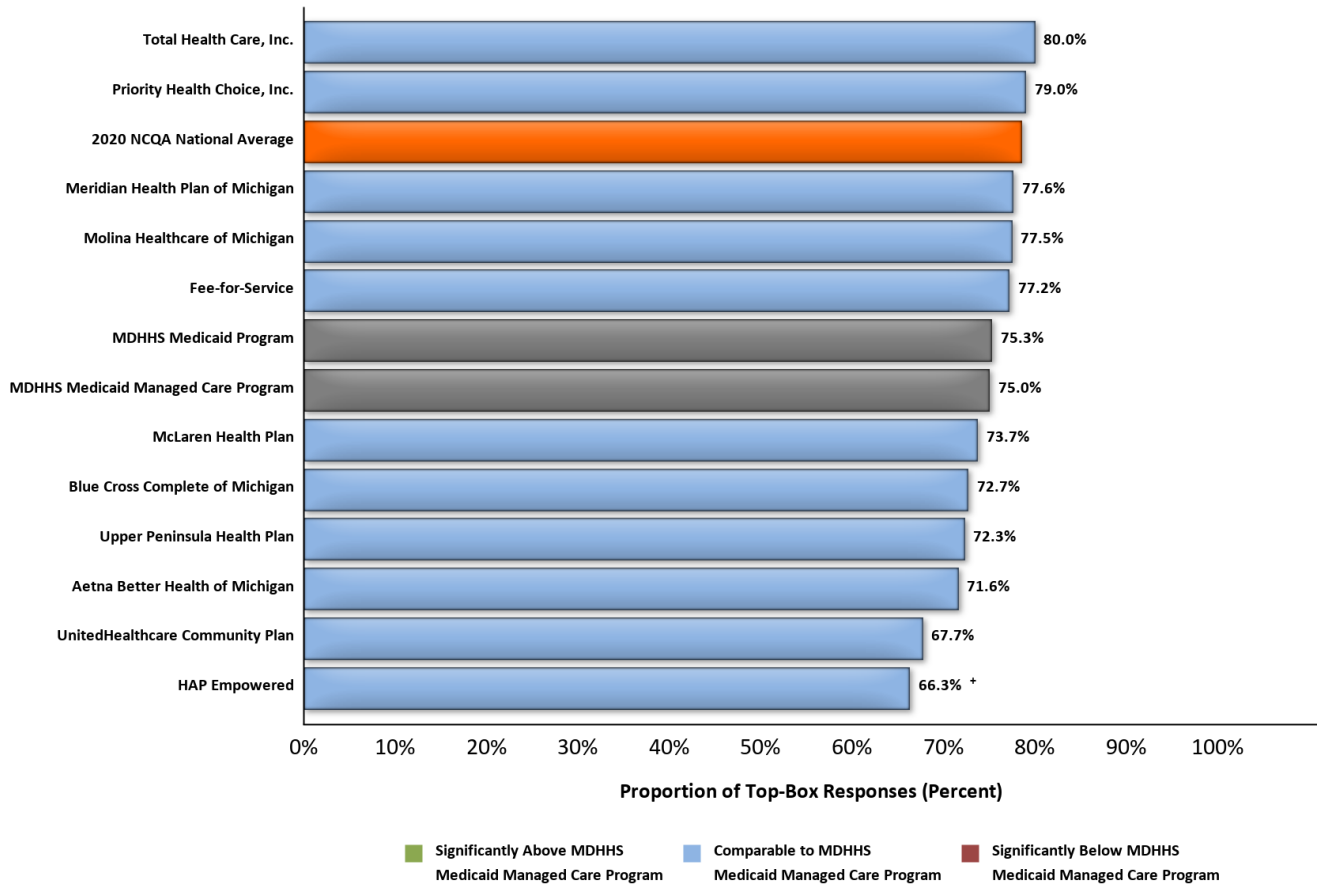


+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Rating of Personal Doctor

Figure 3-12 shows the *Rating of Personal Doctor* top-box scores.

Figure 3-12—Rating of Personal Doctor Top-Box Scores

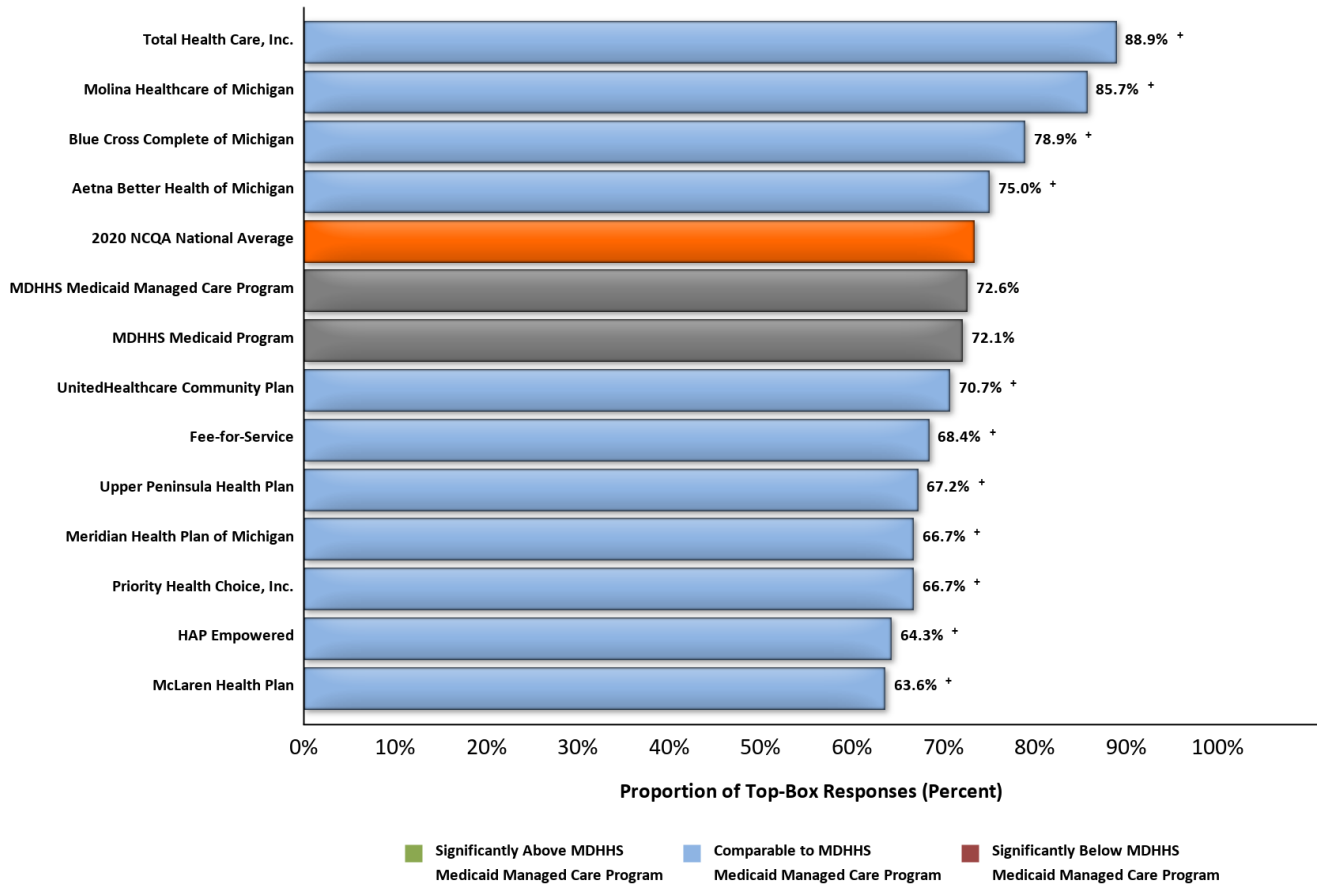


+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Rating of Specialist Seen Most Often

Figure 3-13 shows the *Rating of Specialist Seen Most Often* top-box scores.

Figure 3-13—Rating of Specialist Seen Most Often Top-Box Scores



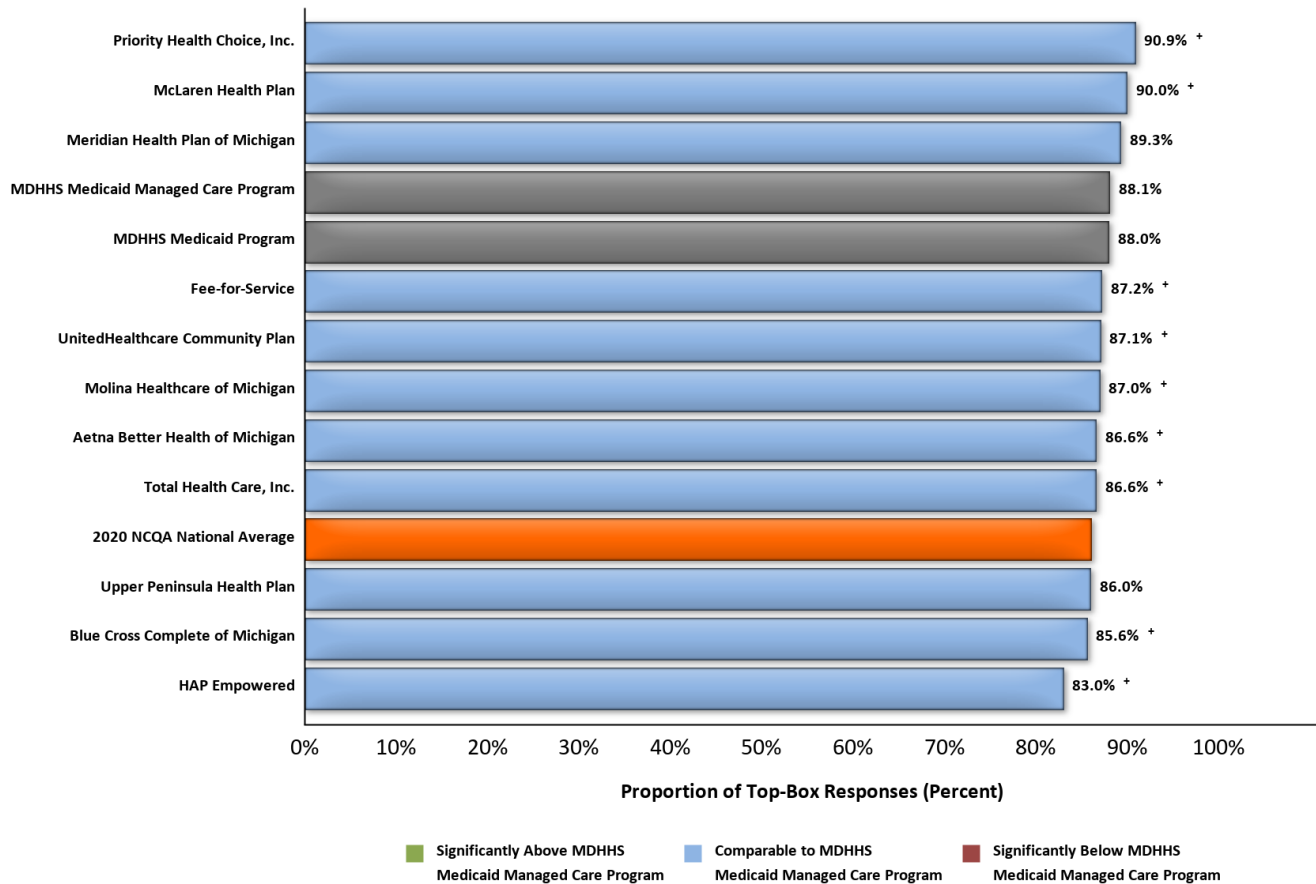
+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Composite Measures

Getting Needed Care

Figure 3-14 shows the *Getting Needed Care* top-box scores.

Figure 3-14—Getting Needed Care Top-Box Scores

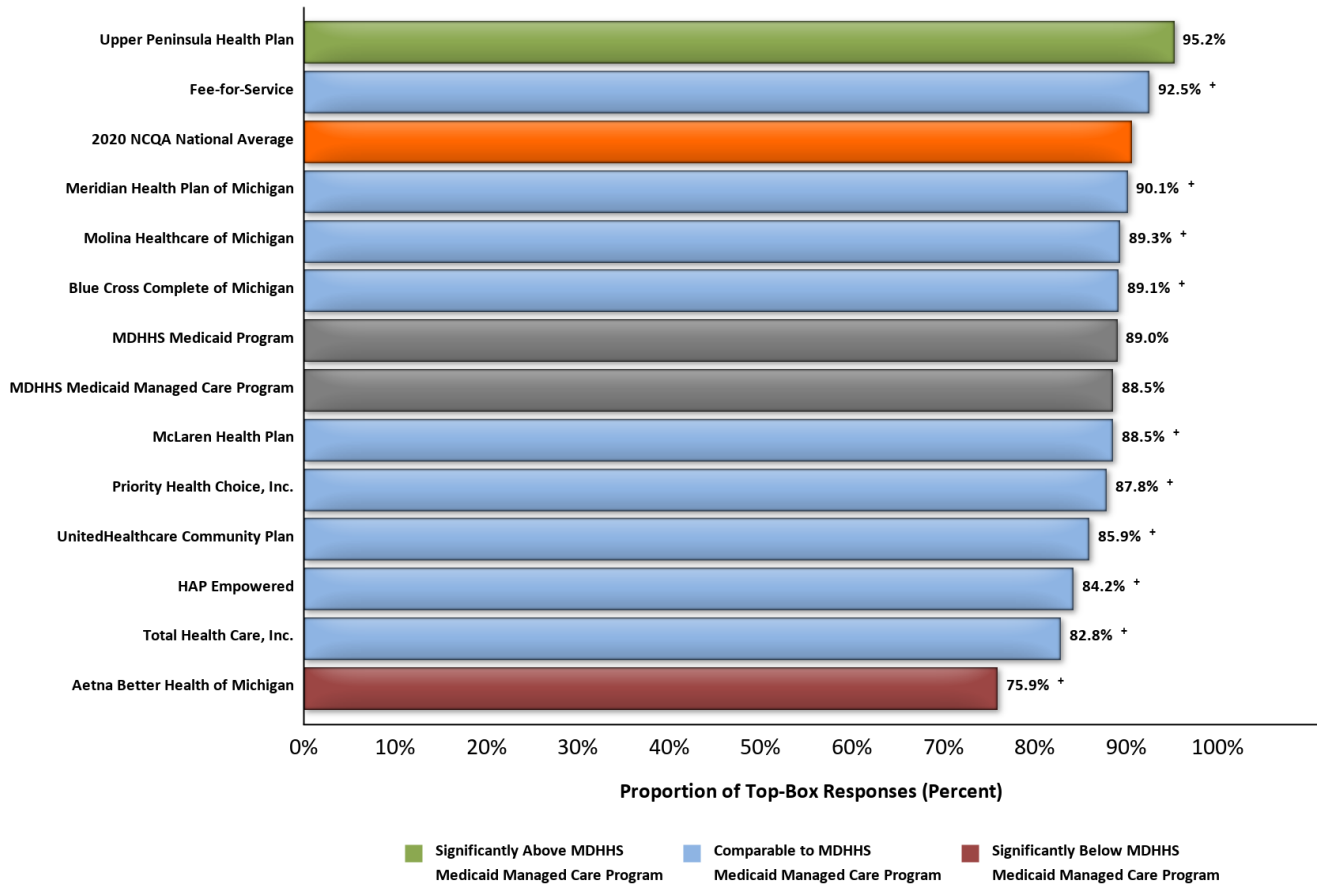


+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Getting Care Quickly

Figure 3-15 shows the *Getting Care Quickly* top-box scores.

Figure 3-15—Getting Care Quickly Top-Box Scores

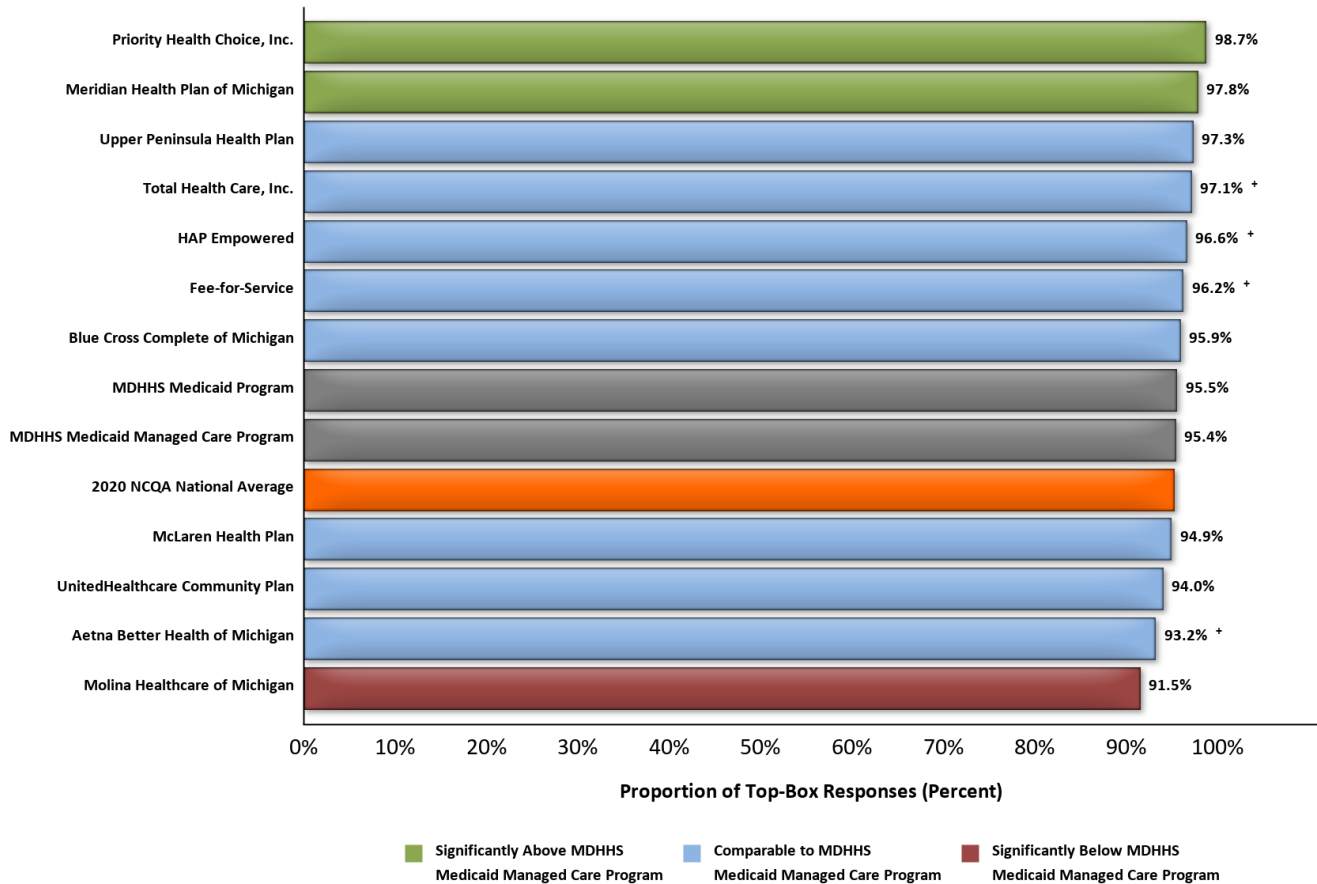


+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

How Well Doctors Communicate

Figure 3-16 shows the *How Well Doctors Communicate* top-box scores.

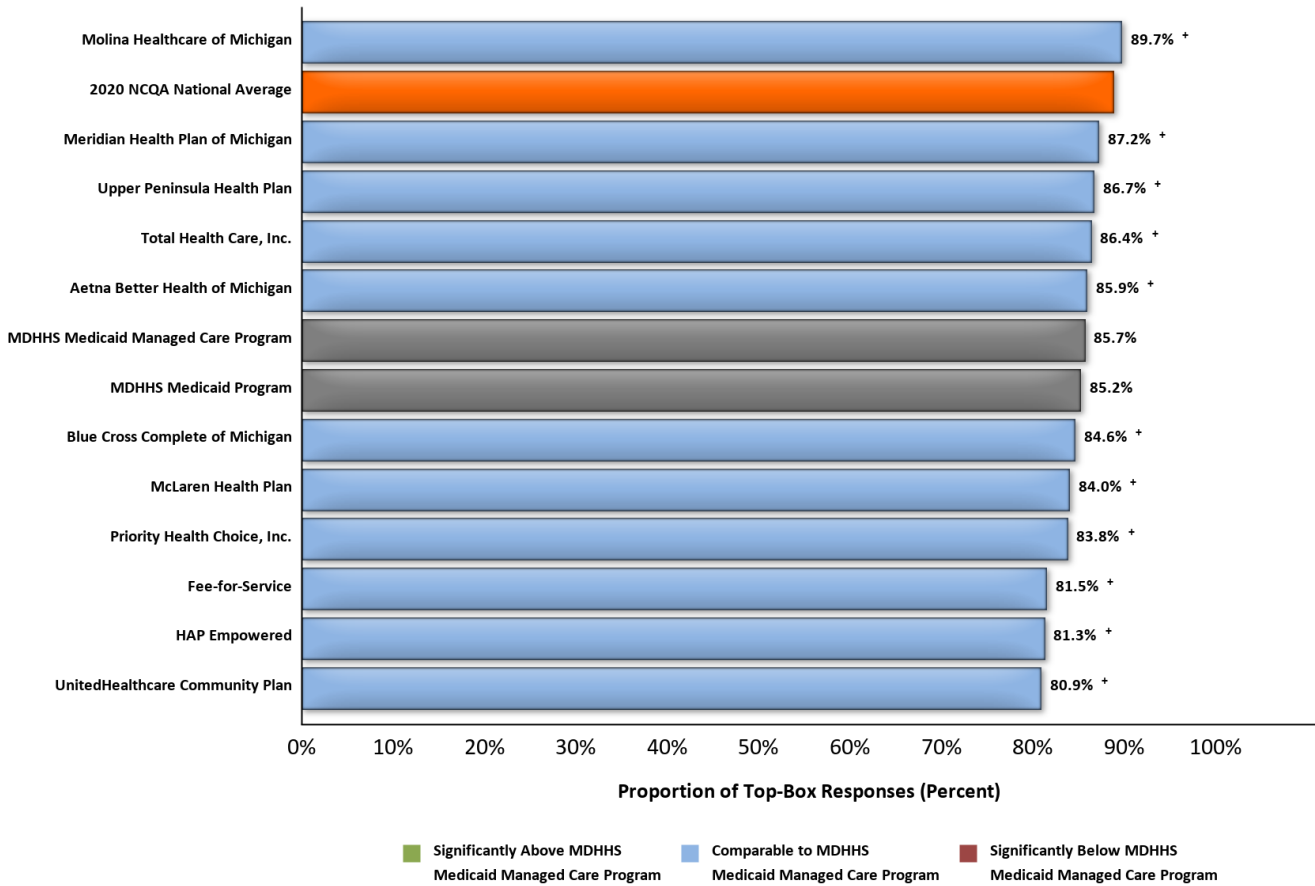
Figure 3-16—How Well Doctors Communicate Top-Box Scores



Customer Service

Figure 3-17 shows the *Customer Service* top-box scores.

Figure 3-17—Customer Service Top-Box Scores

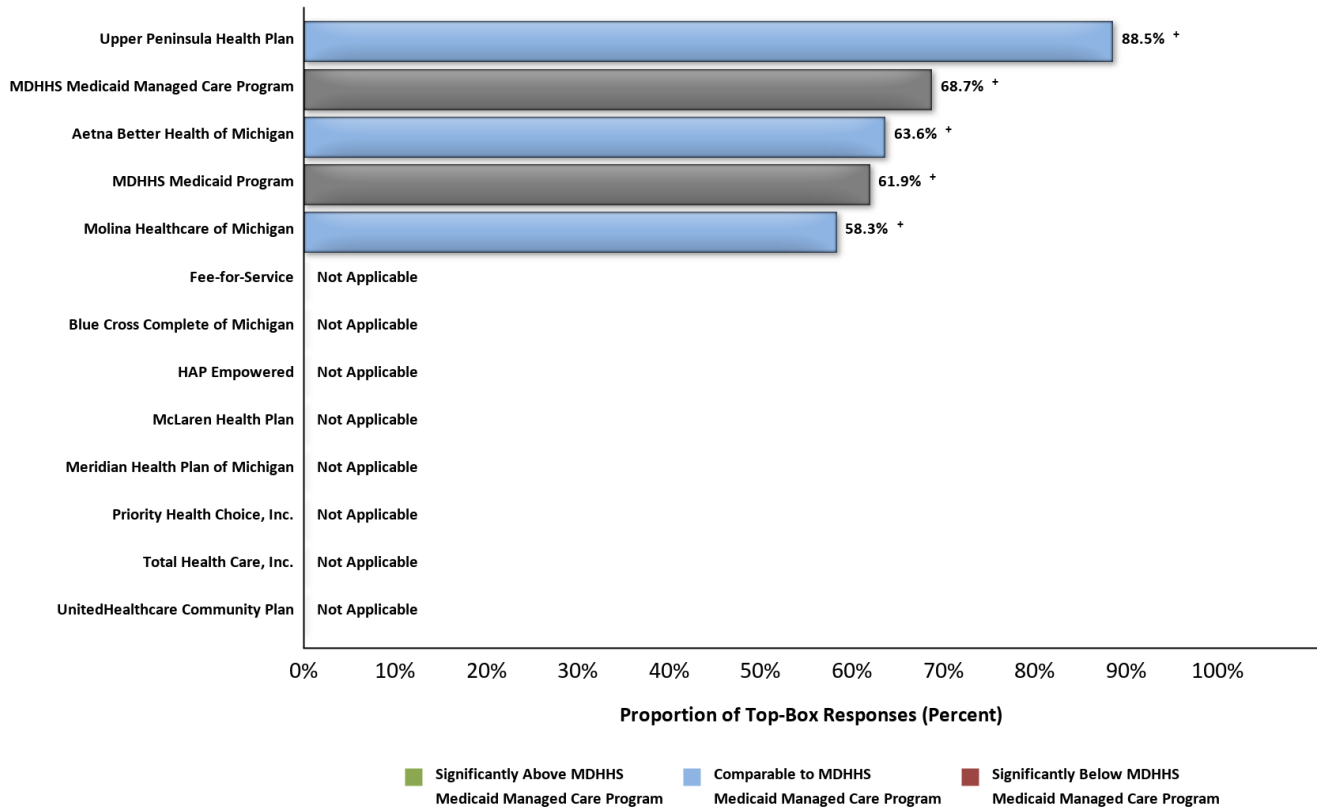


+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Transportation

Figure 3-18 shows the *Transportation* top-box scores.

Figure 3-18—Transportation Top-Box Scores³⁻⁴



+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. Results based on fewer than 11 respondents were suppressed and noted as "Not Applicable".

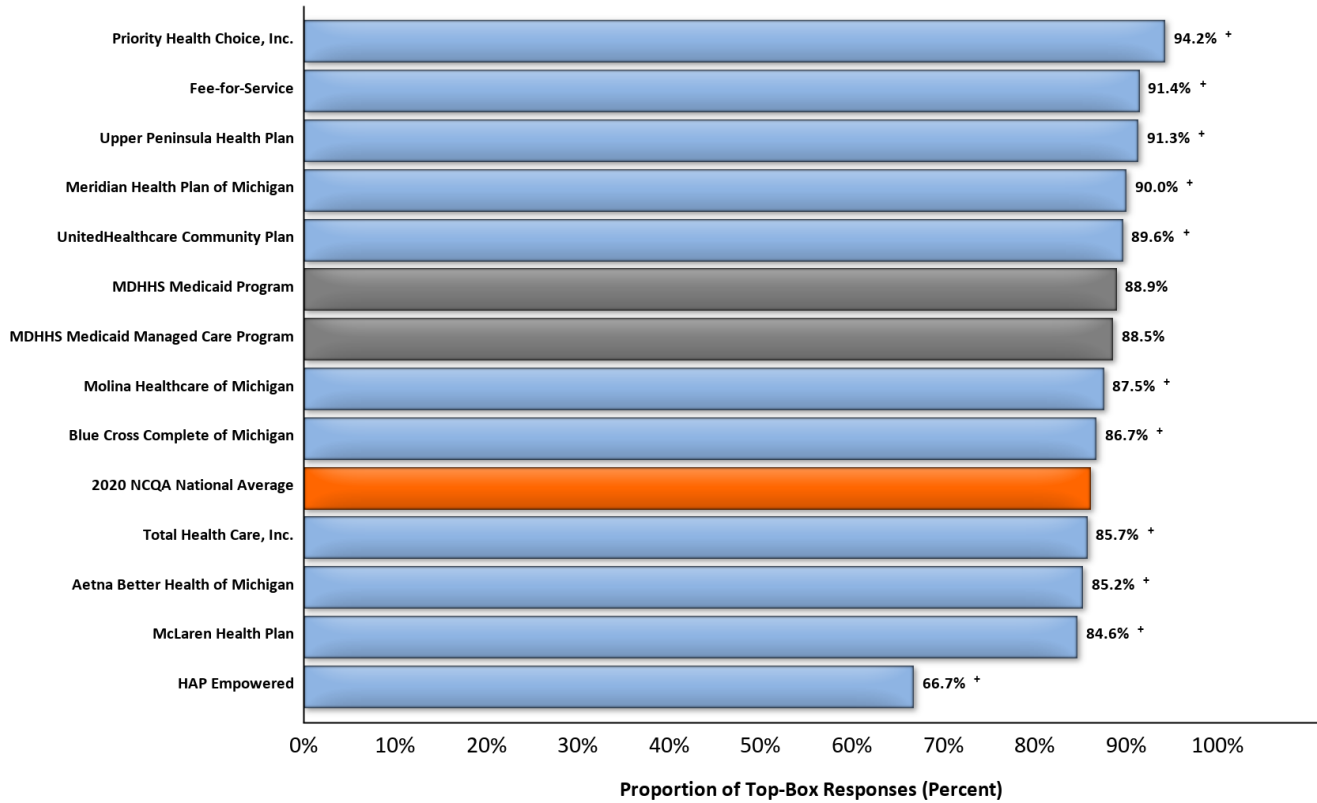
³⁻⁴ The *Transportation* composite measure survey questions are not included in the standard CAHPS 5.1H Child Medicaid Health Plan Survey. These questions are NCQA-approved supplemental items that were added to the survey. A 2020 NCQA national average is not available for this measure.

Individual Item Measure

Coordination of Care

Figure 3-19 shows the *Coordination of Care* top-box scores.

Figure 3-19— Coordination of Care Top-Box Scores



■ Significantly Above MDHHS Medicaid Managed Care Program
 ■ Comparable to MDHHS Medicaid Managed Care Program
 ■ Significantly Below MDHHS Medicaid Managed Care Program

+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

4. Trend Analysis

The results from the 2021 and 2020 completed CAHPS surveys were used to perform the trend analysis presented in this section. The 2021 scores were compared to the 2020 scores to determine whether there were statistically significant differences. Statistically significant results are noted with triangles. Measures that did not meet the minimum number of 100 responses required by NCQA are denoted with a cross (+). Caution should be used when evaluating rates derived from fewer than 100 respondents. For more detailed information regarding this analysis, please refer to the Reader’s Guide section beginning on page 2-11.

Global Ratings

Rating of Health Plan

Table 4-1 shows the 2020 and 2021 top-box scores and the trend results for *Rating of Health Plan*.

Table 4-1—Rating of Health Plan Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	66.8%	68.2%	—
Fee-for-Service	57.6%	64.9%	—
MDHHS Medicaid Managed Care Program	68.1%	68.7%	—
Aetna Better Health of Michigan	60.6%	63.0%	—
Blue Cross Complete of Michigan	74.4%	63.9%	▼
HAP Empowered	55.7% ⁺	52.2%	—
McLaren Health Plan	68.1%	65.3%	—
Meridian Health Plan of Michigan	67.9%	68.3%	—
Molina Healthcare of Michigan	63.2%	74.5%	▲
Priority Health Choice, Inc.	74.8%	73.5%	—
Total Health Care, Inc.	65.2%	67.4%	—
UnitedHealthcare Community Plan	68.5%	66.4%	—
Upper Peninsula Health Plan	73.4%	72.5%	—

+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.
 ▲ Statistically significantly higher in 2021 than in 2020.
 ▼ Statistically significantly lower in 2021 than in 2020.
 — Not statistically significantly different in 2021 than in 2020.

Rating of All Health Care

Table 4-2 shows the 2020 and 2021 top-box scores and the trend results for *Rating of All Health Care*.

Table 4-2—Rating of All Health Care Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	67.6%	69.9%	—
Fee-for-Service	66.7%	72.2%	—
MDHHS Medicaid Managed Care Program	67.8%	69.5%	—
Aetna Better Health of Michigan	56.8%	65.4% ⁺	—
Blue Cross Complete of Michigan	70.0%	73.8%	—
HAP Empowered	71.7% ⁺	69.0% ⁺	—
McLaren Health Plan	67.2%	66.2%	—
Meridian Health Plan of Michigan	66.2%	71.1%	—
Molina Healthcare of Michigan	69.1%	69.8%	—
Priority Health Choice, Inc.	70.9%	77.1%	—
Total Health Care, Inc.	70.2%	65.6% ⁺	—
UnitedHealthcare Community Plan	67.6%	62.6%	—
Upper Peninsula Health Plan	66.9%	69.6%	—
⁺ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. [▲] Statistically significantly higher in 2021 than in 2020. [▼] Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020.			

Rating of Personal Doctor

Table 4-3 shows the 2020 and 2021 top-box scores and the trend results for *Rating of Personal Doctor*.

Table 4-3—Rating of Personal Doctor Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	75.0%	75.3%	—
Fee-for-Service	74.6%	77.2%	—
MDHHS Medicaid Managed Care Program	75.1%	75.0%	—
Aetna Better Health of Michigan	73.8%	71.6%	—
Blue Cross Complete of Michigan	77.7%	72.7%	—
HAP Empowered	73.6% ⁺	66.3% ⁺	—
McLaren Health Plan	76.8%	73.7%	—
Meridian Health Plan of Michigan	75.6%	77.6%	—
Molina Healthcare of Michigan	70.7%	77.5%	—
Priority Health Choice, Inc.	81.2%	79.0%	—
Total Health Care, Inc.	69.7%	80.0%	▲
UnitedHealthcare Community Plan	74.9%	67.7%	—
Upper Peninsula Health Plan	76.3%	72.3%	—
<p>+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. ▲ Statistically significantly higher in 2021 than in 2020. ▼ Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020.</p>			

Rating of Specialist Seen Most Often

Table 4-4 shows the 2020 and 2021 top-box scores and the trend results for *Rating of Specialist Seen Most Often*.

Table 4-4—Rating of Specialist Seen Most Often Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	72.1%	72.1%	—
Fee-for-Service	78.2% ⁺	68.4% ⁺	—
MDHHS Medicaid Managed Care Program	71.3%	72.6%	—
Aetna Better Health of Michigan	71.9% ⁺	75.0% ⁺	—
Blue Cross Complete of Michigan	67.2% ⁺	78.9% ⁺	—
HAP Empowered	91.7% ⁺	64.3% ⁺	—
McLaren Health Plan	65.5% ⁺	63.6% ⁺	—
Meridian Health Plan of Michigan	73.8% ⁺	66.7% ⁺	—
Molina Healthcare of Michigan	74.2% ⁺	85.7% ⁺	—
Priority Health Choice, Inc.	75.4% ⁺	66.7% ⁺	—
Total Health Care, Inc.	73.8% ⁺	88.9% ⁺	—
UnitedHealthcare Community Plan	67.2% ⁺	70.7% ⁺	—
Upper Peninsula Health Plan	65.9% ⁺	67.2% ⁺	—
<p>⁺ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. [▲] Statistically significantly higher in 2021 than in 2020. [▼] Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020.</p>			

Composite Measures

Getting Needed Care

Table 4-5 shows the 2020 and 2021 top-box scores and trend results for the *Getting Needed Care* composite measure.

Table 4-5—Getting Needed Care Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	87.5%	88.0%	—
Fee-for-Service	91.3%	87.2% ⁺	—
MDHHS Medicaid Managed Care Program	86.9%	88.1%	—
Aetna Better Health of Michigan	83.0% ⁺	86.6% ⁺	—
Blue Cross Complete of Michigan	91.4%	85.6% ⁺	—
HAP Empowered	93.6% ⁺	83.0% ⁺	—
McLaren Health Plan	84.3%	90.0% ⁺	—
Meridian Health Plan of Michigan	85.7%	89.3%	—
Molina Healthcare of Michigan	89.2%	87.0% ⁺	—
Priority Health Choice, Inc.	89.4%	90.9% ⁺	—
Total Health Care, Inc.	89.9%	86.6% ⁺	—
UnitedHealthcare Community Plan	83.6%	87.1% ⁺	—
Upper Peninsula Health Plan	89.7%	86.0%	—
<p>⁺ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. [▲] Statistically significantly higher in 2021 than in 2020. [▼] Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020.</p>			

Getting Care Quickly

Table 4-6 shows the 2020 and 2021 top-box scores and trend results for the *Getting Care Quickly* composite measure.

Table 4-6—Getting Care Quickly Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	91.2%	89.0%	—
Fee-for-Service	88.7%	92.5% ⁺	—
MDHHS Medicaid Managed Care Program	91.5%	88.5%	▼
Aetna Better Health of Michigan	90.6% ⁺	75.9% ⁺	▼
Blue Cross Complete of Michigan	91.6%	89.1% ⁺	—
HAP Empowered	97.8% ⁺	84.2% ⁺	▼
McLaren Health Plan	87.7%	88.5% ⁺	—
Meridian Health Plan of Michigan	92.9%	90.1% ⁺	—
Molina Healthcare of Michigan	92.8%	89.3% ⁺	—
Priority Health Choice, Inc.	92.8%	87.8% ⁺	—
Total Health Care, Inc.	86.2%	82.8% ⁺	—
UnitedHealthcare Community Plan	89.7%	85.9% ⁺	—
Upper Peninsula Health Plan	95.5%	95.2%	—
⁺ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. ▲ Statistically significantly higher in 2021 than in 2020. ▼ Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020.			

How Well Doctors Communicate

Table 4-7 shows the 2020 and 2021 top-box scores and trend results for the *How Well Doctors Communicate* composite measure.

Table 4-7—How Well Doctors Communicate Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	96.1%	95.5%	—
Fee-for-Service	97.9%	96.2% ⁺	—
MDHHS Medicaid Managed Care Program	95.8%	95.4%	—
Aetna Better Health of Michigan	93.9%	93.2% ⁺	—
Blue Cross Complete of Michigan	96.8%	95.9%	—
HAP Empowered	97.7% ⁺	96.6% ⁺	—
McLaren Health Plan	95.4%	94.9%	—
Meridian Health Plan of Michigan	95.5%	97.8%	—
Molina Healthcare of Michigan	95.4%	91.5%	—
Priority Health Choice, Inc.	98.0%	98.7%	—
Total Health Care, Inc.	94.1%	97.1% ⁺	—
UnitedHealthcare Community Plan	95.8%	94.0%	—
Upper Peninsula Health Plan	96.6%	97.3%	—
⁺ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. [▲] Statistically significantly higher in 2021 than in 2020. [▼] Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020.			

Customer Service

Table 4-8 shows the 2020 and 2021 top-box scores and trend results for the *Customer Service* composite measure.

Table 4-8—Customer Service Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	88.9%	85.2%	—
Fee-for-Service	82.5% ⁺	81.5% ⁺	—
MDHHS Medicaid Managed Care Program	89.8%	85.7%	—
Aetna Better Health of Michigan	93.3% ⁺	85.9% ⁺	—
Blue Cross Complete of Michigan	93.0% ⁺	84.6% ⁺	—
HAP Empowered	86.4% ⁺	81.3% ⁺	—
McLaren Health Plan	90.8% ⁺	84.0% ⁺	—
Meridian Health Plan of Michigan	87.5% ⁺	87.2% ⁺	—
Molina Healthcare of Michigan	94.0% ⁺	89.7% ⁺	—
Priority Health Choice, Inc.	89.1% ⁺	83.8% ⁺	—
Total Health Care, Inc.	85.0% ⁺	86.4% ⁺	—
UnitedHealthcare Community Plan	86.8% ⁺	80.9% ⁺	—
Upper Peninsula Health Plan	90.4% ⁺	86.7% ⁺	—
<p>+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. ▲ Statistically significantly higher in 2021 than in 2020. ▼ Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020.</p>			

Transportation

Table 4-9 shows the 2020 and 2021 top-box scores for the *Transportation* composite measure.

Table 4-9—Transportation Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	69.1%	61.9%⁺	—
Fee-for-Service	NA	NA	NT
MDHHS Medicaid Managed Care Program	67.1%	68.7%⁺	—
Aetna Better Health of Michigan	71.6% ⁺	63.6% ⁺	—
Blue Cross Complete of Michigan	66.7% ⁺	NA	NT
McLaren Health Plan	NA	NA	NT
Meridian Health Plan of Michigan	NA	NA	NT
Molina Healthcare of Michigan	66.7% ⁺	58.3% ⁺	—
Priority Health Choice, Inc.	NA	NA	NT
Total Health Care, Inc.	59.6% ⁺	NA	NT
UnitedHealthcare Community Plan	69.6% ⁺	NA	NT
Upper Peninsula Health Plan	84.5% ⁺	88.5% ⁺	—
<p>⁺ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. [▲] Statistically significantly higher in 2021 than in 2020. [▼] Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020. NA Indicates that results for this measure are not displayed because too few members responded to the questions. NT Indicates the results are not trendable.</p>			

Individual Item Measure

Coordination of Care

Table 4-10 shows the 2020 and 2021 top-box scores and trend results for the *Coordination of Care* individual item measure.

Table 4-10— Coordination of Care Trend Analysis

	2020	2021	Trend Results
MDHHS Medicaid Program	86.4%	88.9%	—
Fee-for-Service	89.7% ⁺	91.4% ⁺	—
MDHHS Medicaid Managed Care Program	85.9%	88.5%	—
Aetna Better Health of Michigan	77.5% ⁺	85.2% ⁺	—
Blue Cross Complete of Michigan	83.9% ⁺	86.7% ⁺	—
HAP Empowered	100.0% ⁺	66.7% ⁺	▼
McLaren Health Plan	76.0% ⁺	84.6% ⁺	—
Meridian Health Plan of Michigan	88.2%	90.0% ⁺	—
Molina Healthcare of Michigan	92.0% ⁺	87.5% ⁺	—
Priority Health Choice, Inc.	88.9%	94.2% ⁺	—
Total Health Care, Inc.	86.4% ⁺	85.7% ⁺	—
UnitedHealthcare Community Plan	82.0% ⁺	89.6% ⁺	—
Upper Peninsula Health Plan	79.7%	91.3% ⁺	▲
<p>+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. ▲ Statistically significantly higher in 2021 than in 2020. ▼ Statistically significantly lower in 2021 than in 2020. — Not statistically significantly different in 2021 than in 2020.</p>			

5. Key Drivers of Member Experience Analysis

HSAG performed an analysis of key drivers of member experience for the following measures: *Rating of Health Plan*, *Rating of All Health Care*, and *Rating of Personal Doctor*. Key drivers of member experience are defined as those items for which the odds ratio is statistically significantly greater than 1. For additional information on the statistical calculation, please refer to the Reader’s Guide section on page 2-11.

Figure 5-1 through Figure 5-3 depicts the survey items identified for each of the three measures as being key drivers of member experience (i.e., items indicated with a red diamond) for the MDHHS Medicaid Program.

Figure 5-1—MDHHS Medicaid Program Key Drivers of Member Experience: Rating of Health Plan

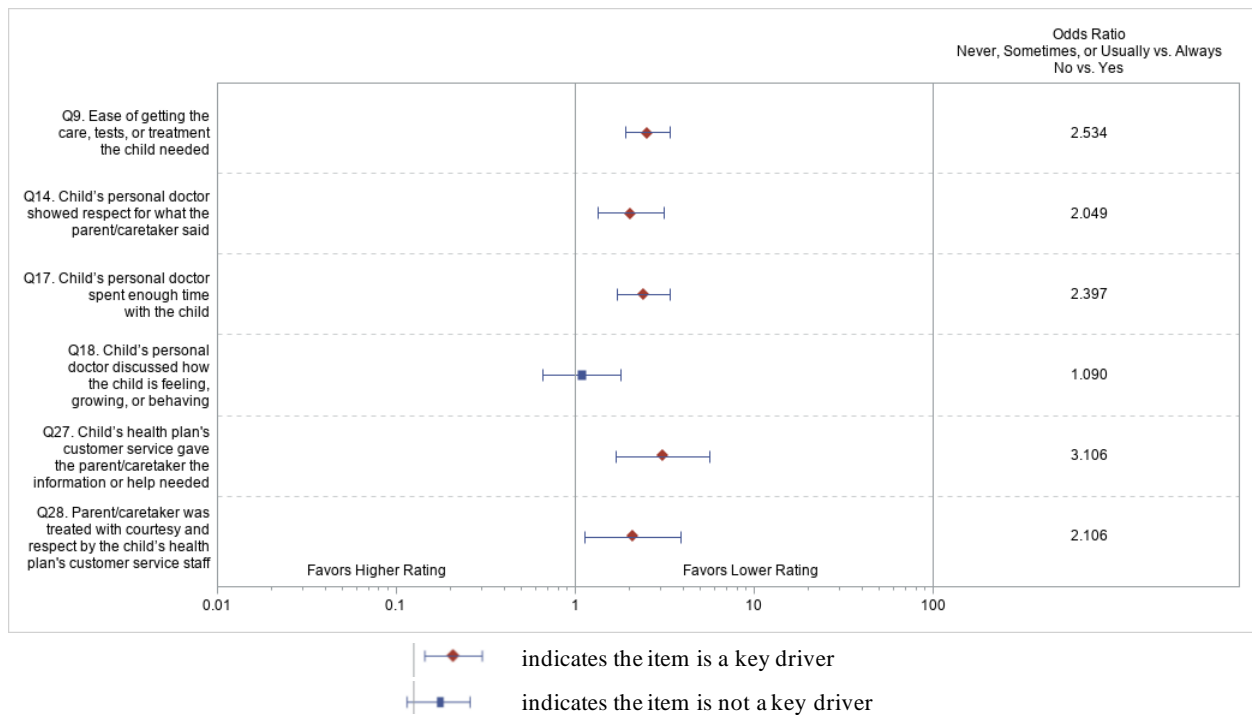


Figure 5-2—MDHHS Medicaid Program Key Drivers of Member Experience: Rating of All Health Care

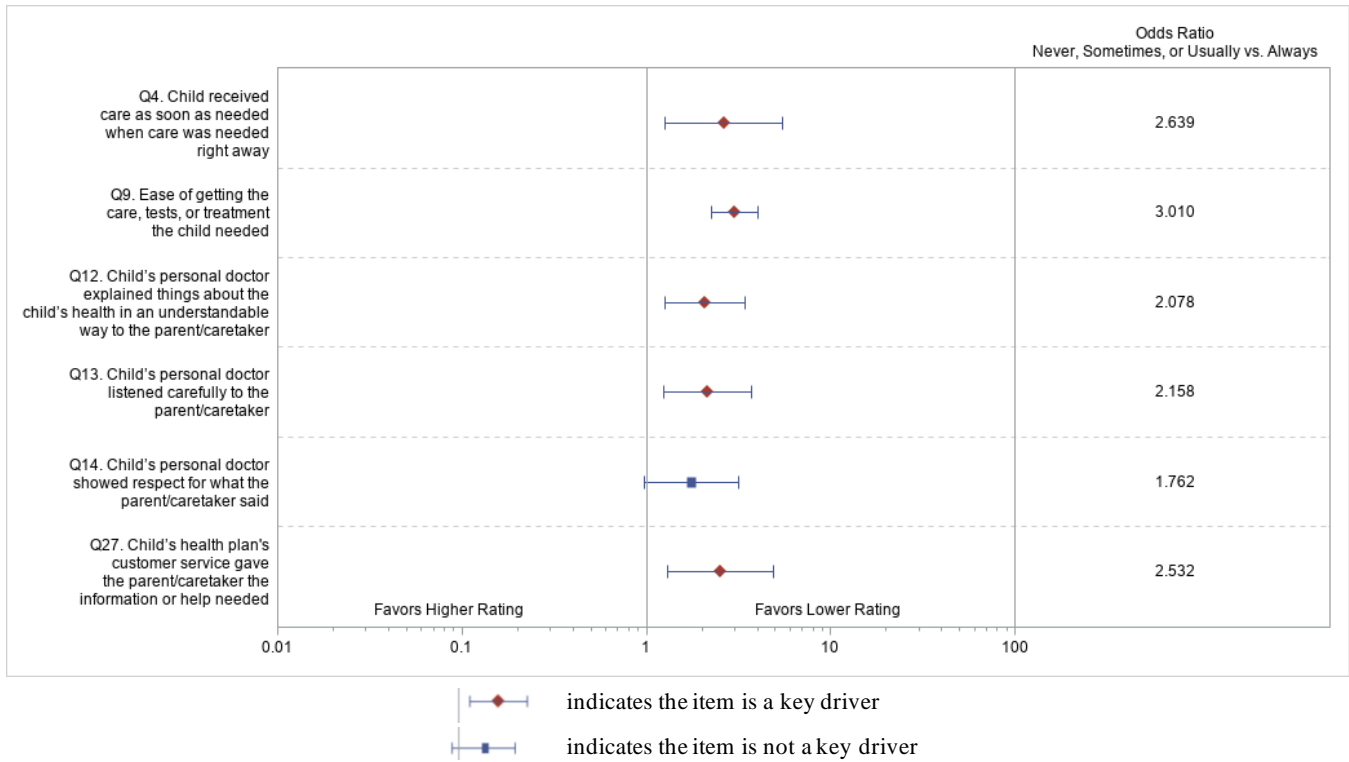
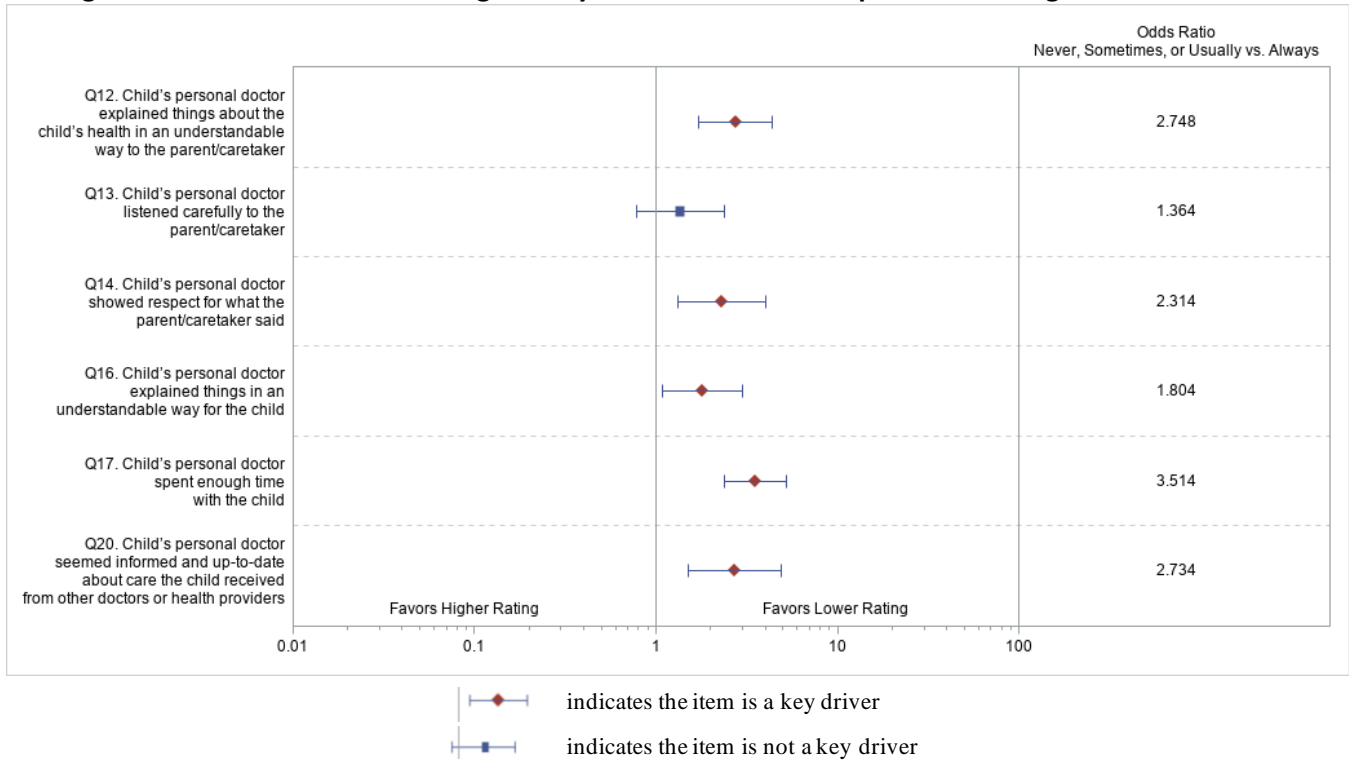


Figure 5-3—MDHHS Medicaid Program Key Drivers of Member Experience: Rating of Personal Doctor



6. Survey Instrument

The survey instrument selected was the CAHPS 5.1H Child Medicaid Health Plan Survey. This section provides a copy of the survey instrument.



Michigan Department of Health & Human Services



Your privacy is protected. The research staff will not share your personal information with anyone without your OK. Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child receives. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-506-5134.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark 

Incorrect Marks   

- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes ➔ *Go to Question 1*
 No

↓ **START HERE** ↓

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in [HEALTH PLAN NAME/STATE MEDICAID PROGRAM NAME]. Is that right?

Yes ➔ *Go to Question 3*
 No

2. What is the name of your child's health plan? (Please print)



YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away?
- Yes
 - No → *Go to Question 5*
4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
- Never
 - Sometimes
 - Usually
 - Always
5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?
- Yes
 - No → *Go to Question 7*
6. In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?
- Never
 - Sometimes
 - Usually
 - Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?
- None → *Go to Question 10*
 - 1 time
 - 2
 - 3
 - 4
 - 5 to 9
 - 10 or more times
8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Care Possible Best Health Care Possible
9. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
- Never
 - Sometimes
 - Usually
 - Always

YOUR CHILD'S PERSONAL DOCTOR

10. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?
- Yes
 - No → *Go to Question 22*

11. In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

- None → **Go to Question 21**
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

12. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

13. In the last 6 months, how often did your child's personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

14. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

15. Is your child able to talk with doctors about his or her health care?

- Yes
- No → **Go to Question 17**

16. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

- Never
- Sometimes
- Usually
- Always

17. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

- Never
- Sometimes
- Usually
- Always

18. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- Yes
- No

19. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

- Yes
- No → **Go to Question 21**

20. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

0 1 2 3 4 5 6 7 8 9 10
 Worst Personal Doctor Possible Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care your child got in person, by phone, or by video. Do not include dental visits or care your child got when he or she stayed overnight in a hospital.

22. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child with a specialist?

Yes
 No → *Go to Question 26*

23. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Never
 Sometimes
 Usually
 Always

24. How many specialists has your child talked to in the last 6 months?

None → *Go to Question 26*
 1 specialist
 2
 3
 4
 5 or more specialists

25. We want to know your rating of the specialist your child talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

0 1 2 3 4 5 6 7 8 9 10
 Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

26. In the last 6 months, did you get information or help from customer service at your child's health plan?

Yes
 No → *Go to Question 29*

27. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Never
 Sometimes
 Usually
 Always

28. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

29. In the last 6 months, did your child's health plan give you any forms to fill out?

- Yes
- No → Go to Question 31

30. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

31. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

- 0 1 2 3 4 5 6 7 8 9 10
Worst Best
Health Plan Health Plan
Possible Possible

ABOUT YOUR CHILD AND YOU

32. In general, how would you rate your child's overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

33. In general, how would you rate your child's overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor

34. What is your child's age?

- Less than 1 year old
- YEARS OLD (write in)

35. Is your child male or female?

- Male
- Female

36. Is your child of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

37. What is your child's race? Mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

38. What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

◆

39. Are you male or female?

- Male
- Female

40. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

41. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

42. Some health plans help with transportation for your child to get to doctors' offices or clinics. This help can be a shuttle bus, tokens or vouchers for a bus or taxi, or payments for mileage. In the last 6 months, did you phone your child's health plan to get help with transportation for your child?

- Yes → **Go to Question 43**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

43. In the last 6 months, when you phoned your child's health plan to get help with transportation, how often did you get it?

- Never
- Sometimes
- Usually
- Always

◆

44. In the last 6 months, how often did the help with transportation for your child meet your needs?

- Never
- Sometimes
- Usually
- Always

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

**DataStat
3975 Research Park Drive
Ann Arbor, MI 48108**